



## TABLE OF CONTENTS

### 100 PURPOSE AND SCOPE

This section describes the purpose and scope of the Jobs Program based on the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA) and Arizona's Employing and Moving People Off Welfare and Encouraging Responsibility (EMPOWER). This section includes mission statements for the Arizona Department of Economic Security (DES), the Division of Employment and Rehabilitation Services (DERS), and the Jobs Program.

### 200 PARTICIPATION

Participation in Jobs activities is required for all individuals receiving TANF cash assistance unless they are temporarily deferred. Through mutual agreement between the Jobs participant and the Jobs case manager, activities are assigned that will improve the participant's employability skills. Statewide compliance with the mandated work participation is reviewed and monitored by the Federal Government under the Department of Health and Human Services. Failure to meet the minimum work participation percentage can result in reduction of Arizona's TANF funding.

### 300 REFERRAL AND SELECTION

This section describes the Family Assistance Administration's (FAA) referral of TANF cash assistance recipients to the Jobs Program and the Jobs Program selection and notification processes.

### 400 ORIENTATION, JOBS WELCOME, ASSESSMENT AND DEFERRALS

This section describes the flow of participants through the Orientation, Jobs Welcome Meeting, and Initial Interview.

### 500 WORK ACTIVITIES

This section describes Jobs work activities and provides criteria to use in making assignments. Activities must focus on improving the employability skills of the participant. Unsubsidized employment is the ultimate goal. Federal law specifies the work activities that are countable for TANF block grant funding purposes. Unless otherwise specified, all policy and procedures apply to all families.

### 600 TWO-PARENT EMPLOYMENT PROGRAM (TPEP)

This section covers policy and procedures regarding TANF cash assistance available to families where two parents have a common child, are not disabled, and cannot provide parental financial support due to unemployment or underemployment. TPEP households are potentially eligible for TANF cash assistance for six months within a 12-month period.

**700 [JOBS PROGRAM SERVICES](#)**

This section describes the Jobs Program policies and procedures for providing and purchasing Jobs Program Services. Jobs Program Services are available to TANF cash assistance recipients to enable them to participate in work activities, accept and maintain employment, and to successfully make a transition from welfare dependence to financial independence through employment.

**800 [SANCTIONING AND WITHHOLDING](#)**

When a participant refuses to participate in Jobs Program requirements, without good cause, the participant is subject to sanctioning. The sanction is a percentage of the original TANF cash assistance amount deducted from the participant's monthly TANF cash assistance monthly allotment. The sanction process may eventually result in the closure of the TANF cash assistance case. TPEP families are not subject to sanctioning policy, but their TANF cash assistance may be withheld in the event of non-compliance. Sanctioning or withholding actions may be imposed by other Administrations for failure to comply with other requirements.

**900 [GENERAL INFORMATION](#)**

This section includes information related to case record information, case progress notes documentation, confidentiality, case closures, and home visits. This section also explains general interaction with participants, including volunteers, civil rights, nondiscrimination, grievance, and issue resolution.

**1000 [SPECIALIZED PROGRAMS](#)**

This section covers policy and procedures for providers and programs that furnish services to Jobs Program participants. Services may include the assessment of work history, skill level, and educational level. Provider responsibility in developing individual Employment Plans, assigning work activities, and referring individuals for Jobs Program Services or community resources. Unless otherwise indicated, all established Jobs policy and procedures apply to all families.

This section also covers JOBSTART, Arizona's subsidized work activity. All Jobs Program policies and procedures apply to JOBSTART participants unless otherwise indicated. Employers may hire recipients of TANF cash assistance and food stamps for subsidized job slots that are full-time and offer a reasonable possibility of unsubsidized employment.

**1100 [EMPLOYMENT INCENTIVES](#)**

This section outlines available incentives in the form of tax credits that are available to both employees and employers. These are for individuals to become employed and employers to hire TANF recipients.

The tax credits that are available to employers are:

Work Opportunity Tax Credit (WOTC)  
Welfare to Work (WtW)  
State TANF Tax Credit  
Enterprise Zone Tax Credit

The tax credit available to an eligible employee is:

0Earned Income Tax Credit (EITC).

**1200 [ACRONYMS AND DEFINITIONS](#)**

This section includes commonly used acronyms and definitions used throughout the Jobs Online Policy Manual.

**1300 [CONTACTS](#)**

This section includes addresses and telephone numbers needed by the Jobs case managers in conducting case management activities.

**ARIZONA JOBS PROGRAM****PROGRAM INSTRUCTIONS: DES 2-10.100****SUBJECT: PURPOSE AND SCOPE****100 PURPOSE AND SCOPE**

This section describes the purpose and scope of the Jobs Program based on the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA) and Arizona's Employing and Moving People Off Welfare and Encouraging Responsibility (EMPOWER). This section includes mission statements for the Arizona Department of Economic Security (DES), the Division of Employment and Rehabilitation Services (DERS), and the Jobs Program.

**101 PERSONAL RESPONSIBILITY AND WORK OPPORTUNITY RECONCILIATION ACT OF 1996 (PRWORA)**

The PRWORA provides federal funds to states for the purpose of assuring that needy recipients receive TANF cash assistance and employment services to help them avoid long-term welfare dependence. The PRWORA included the establishment of the Temporary Assistance for Needy Families (TANF) block grant that includes cash assistance, work program funds, and emergency assistance funds.

Arizona's EMPOWER program is the State program charged with the PRWORA responsibility. EMPOWER encompasses the Jobs Program, which has as its purpose transitioning TANF cash assistance recipients to employment. This purpose is consistent with EMPOWER guiding principles, which include keeping families together by promoting self-sufficiency and requiring all adults who receive TANF cash assistance to work. These principles are based on the expectation that all adults can work and instill a sense of urgency resulting from time-limited TANF cash assistance.

DES is committed to providing accommodations to individuals who experience barriers to participation, including limited English proficiency and being responsible for a person with a disability.

The Jobs Program provides welfare-to-work opportunities with the support and collaboration of the entire community. The Jobs Program contracts with established profit and not-for-profit agencies, and works with employers and many other stakeholders concerned with the employment outcomes expected of TANF cash assistance recipients.

This manual contains the policies and procedures governing the administration of the Jobs Program in Arizona. It is available to staff of the Jobs Program of the Arizona DES to provide necessary guidelines for ongoing program operations.

**102 ARIZONA DEPARTMENT OF ECONOMIC SECURITY (DES) MISSION STATEMENT**

The Arizona Department of Economic Security (DES) promotes the safety, well-being, and self-sufficiency of children, adults, and families.

**103 DIVISION OF EMPLOYMENT AND REHABILITATION SERVICES (DERS) MISSION STATEMENT**

The Division of Employment and Rehabilitation Services is dedicated to assisting Arizonans to find and maintain meaningful work and independence and developing a skilled productive and resilient workforce.

**104 JOBS PROGRAM MISSION STATEMENT**

The Jobs Program provides eligible individuals the opportunity to become economically independent through employment. We remove barriers by providing a variety of services that make a positive difference in their lives.

**105 EMPLOYING AND MOVING PEOPLE OFF WELFARE AND ENCOURAGING RESPONSIBILITY (EMPOWER)**

The Arizona EMPOWER Program is a radical departure from the prior welfare system and goes beyond the mandated provisions of the federal welfare reform legislation. It is based on the expectation that all adults can work. The new model greatly expands the pool of welfare recipients involved in work activities and instills a sense of urgency for all families. It provides them with work support services for immediate job placement.

The DES EMPOWER Program is an employment program designed to place emphasis on self-sufficiency not on TANF cash assistance. The work message is the central focus for all DES staff involved with the EMPOWER Program.

The Jobs Program redefined and expanded successful elements of its existing program to meet the new work requirements as specified in TANF.

**.01 Principles of EMPOWER**

Within the context of both the federal changes and state statutes, Arizona's welfare system has the following guiding principles.

- A. Keep families together by promoting self-sufficiency.
- B. Require all adults to participate in work related activities to receive TANF cash assistance.
- C. Hold individuals accountable for complying with program requirements.
- D. Develop strategies to reduce out-of-wedlock pregnancies.
- E. Expedite service delivery to promote early exits from TANF cash assistance.

- F. Continue transitional supports for child care.
- G. Promote tribal operation of eligibility programs through state technical and financial assistance.
- H. Increase program effectiveness and efficiency through automation and integration.
- I. Continue to involve private sector, community-based organizations, and Faith-based organizations for input on welfare reform and service delivery.
- J. Address the needs of both rural and urban populations, in particular in the area of transportation assistance.
- K. Prevent fraud and abuse in cash assistance programs.
- L. Develop a financial reserve for the purpose of providing emergency funding when caseloads increase due to factors beyond the State's control, such as high unemployment and natural disasters.
- M. Remove or accommodate barriers to employment.
- N. Provide due process for any person subject to sanction.

**.02 Client Flow**

The client flow emphasizes the earliest possible employment and levels of service ranging from self-service, to group services, and individualized services. (See [Client Flow Chart](#)) Families may be referred where appropriate to other resources to meet their needs.

**.03 Work Expectations, Work Incentives, and Time-Limits**

Unsubsidized employment is the focus from the point of initial application and continues throughout a participant's involvement with the Jobs Program. This work focus is based on both high expectations of participants and the belief that the best way to succeed in the labor market is to enter it, learning and improving skills on the job.

- A. During the initial assessment, the Jobs case manager and the participant identify barriers and any needed Jobs Program services. The Jobs case manager then assigns work activities based on the participant skill level utilizing the labor market as the test of a participant's employability.

1. For those participants are unable to secure employment or comply with assigned Jobs Program activities, the Jobs case manager will do the following.
  - a. Determine if other Jobs Program activities, such as skills training, vocational training, subsidized employment (JOBSTART), and/or unpaid work experience, are needed to prepare the participant for work.
  - b. Determine if additional barriers exist. If additional barriers are identified, the following applies:
    - (1) The Jobs case manager will refer the participant to available Jobs Program services or community service providers to assist with the additional barriers.
    - (2) The participant is not subject to the sanction process.
- B. All employable adults and teen custodial parents are required to participate in the development of, and to complete activities included in, the Employment Plan (EP) to ensure transition from TANF cash assistance to employment.
- C. Activities for participants are selected based on those that move the participant to suitable employment as quickly as possible. The following four broad categories are not intended to be tracks or paths nor are they intended to be sequential; however, participants could move between these categories depending on individual progress in obtaining employment.

The Jobs case manager uses the following categories as a guide in making decisions with the participant regarding activities most likely to result in appropriate employment for the participant as soon as possible.

1. Rapid Employment Placement - Participants who can compete in the labor market are expected to seek work.
2. Short-Term Work Transition - Participants may have the opportunity for limited educational and training activities when they also meet hours of work as agreed. These activities may include classroom training but could involve work experience, subsidized employment, and on-the-job training.
3. Temporary deferrals – Participants may be temporarily deferred from work participation requirements on the basis of a verified disability, caring for a family member with a verified disability, being a victim of domestic violence, or caring for a child under the age of one.

4. Child only cases - Families in which the only recipients of TANF cash assistance are children (and the parent of the child does not reside in the home) are not expected to participate in work activities unless the child is age 16 to 18 and is not in school.

#### **.04 Work Requirement**

All mandatory TANF cash assistance recipients must engage in Jobs Program work activities for the number of hours required to meet the federal participation rate unless they are:

- A. Already participating in a work activity and meeting the federal work requirement.
- B. Not parents with the following criteria.
  1. Under age 16.
  2. Age 16 through 18 and attending school.
  3. Age 16 through 18 with a high school diploma or GED.
- C. [Temporarily deferred](#).
- D. Not able to participate in the Jobs Program, and documentation has been provided and approved to support the [good cause reason](#).

### **106 CHANGES IN POLICIES AND PROCEDURES**

Manual revisions are scheduled at least quarterly. Between revisions, when policy must be changed, Jobs Policy Broadcasts are issued to staff through e-mail.

### **107 JOBS CASE MANAGERS APPLYING REASONABLE JUDGMENT**

Although this manual is written and updated based on the most current federal and state laws and regulations, there may be circumstances that are not specifically addressed. Jobs case managers are expected to research any questionable or unusual situations thoroughly using materials available. The Jobs case manager may then consult with a supervisor to come to a fair and reasonable decision, based on experience and knowledge of the Jobs Program, when making any decision. When a decision cannot be reached after diligent research into the circumstances in question and after consultation with the supervisor, clarification may be requested through email from the Employment Administration [\(EA\) Policy & Training Unit](#).

When a decision is reached, Jobs case managers must document the case *Progress Notes* (JA-011) with the reasoning that led to the decision, including policy references used.



## 108 QUESTIONS REGARDING POLICY OR PROCEDURES

All staff requests for technical assistance regarding policy or procedures **that cannot be resolved at the regional level** may be submitted to the Policy & Training Unit utilizing regional procedures. Such requests for technical assistance must be elevated through e-mail to the EA Policy & Training Unit at **+EA Policy & Training**. The word **Jobs** must be in the **subject line** of emails requesting policy or procedure clarifications.

## 109 AVAILABILITY OF MANUAL MATERIAL

The Jobs Online Policy Manual is used to administer the Jobs Program effective October 01, 2004. The Public Jobs Online Policy Manual is available through the Jobs Web Page at <http://www.de.state.az.us/jobs>. The same manual is available to internal users through Public Folders at DERS Policy.

One hard copy Jobs Policy Manual, complete with revision no. 18, October 1, 2004, must be retained in each Jobs local office for policy and procedures in effect prior to April 01, 2004.

Jobs case managers may contact the EA MIS Help Desk, at (602) 274-9874, to request Jobs Automated System (JAS) User Guides.

INTENTIONALLY LEFT BLANK

**ARIZONA JOBS PROGRAM****PROGRAM INSTRUCTIONS: DES 2-10.200****SUBJECT: PARTICIPATION****200 PARTICIPATION**

Participation in Jobs Program activities is required for all mandatory Jobs participants unless they are temporarily deferred.

Through mutual agreement between the Jobs participant and the Jobs case manager, activities are assigned that will improve the participant's employability skills. Statewide compliance with the mandated work participation is reviewed and monitored by the Federal Government under the Department of Health and Human Services. Failure to meet the minimum work participation percentage can result in reduction of Arizona's TANF funding.

The federally mandated work activities that count toward participation, known as primary activities, include the following:

- [Unsubsidized Employment](#)
- [Subsidized Employment](#)
- [Unpaid Work Experience](#)
- [On-the-job training](#)
- [Job search/Job readiness assistance](#)
- [Community Service Programs](#)
- [Vocational Educational Training](#)

In order to meet the work requirement, participants must be engaged for 30 to 40 hours per week, averaged over the month, in one or a combination of the federally mandated work activities.

**201 FEDERAL REPORTING REQUIREMENTS**

The State submits information on a quarterly basis to the federal government. From this information, the work participation rate is calculated. The information for the report is compiled from information regarding the number of households receiving TANF cash assistance and of those households the number of household members who are participating in work activities including unsubsidized employment.

**202 SCHEDULING AND RECORDING PARTICIPATION HOURS**

Meeting participation hours in Jobs Program activities is a condition of TANF cash assistance eligibility.

As long as the work requirements are met up to 30% of participants engaged in work activities may be participating in a vocational educational component.

**.01 All Families Except TPEP Participation**

The Federal Participation Rate requires that 50% of All Families Except TPEP be engaged in work activities.

The Jobs case manager must schedule no more than an average of 40 hours per week during the month, but no less than an average of 30 hours per week during the month, as established by the Department to meet federal work participation rates for All Families Except TPEP. At least 20 hours must be in [primary work activities](#).

- A. Single teen custodial parents (under age 20) who are heads of household and are satisfactorily engaging in educational activities are considered to be meeting the work requirement.

Example: A teen taking GED classes (six hours) meets the 30 hour requirements even though GED classes are only available two nights per week. (See [Recording Participation](#))

- B. Dependent teens (age 16 through 18) who are attending educational activities are considered to be meeting the TANF educational requirement.

Example: A teen taking GED classes (six hours) meets the 30 hour requirements even though GED classes are only available two nights per week. (See [Recording Participation](#))

- C. Single teen custodial parents (under age 20) or dependent teens (age 16 through 18) who are **not** attending educational activities, or who have received a high school diploma or GED, must engage in federally mandated work activities.

**.02 Verification of Participation**

The Jobs case manager will document all efforts to verify participation on the case *Progress Notes* (JA-011). Verification of participation can be obtained by the following sources or by any method necessary using [reasonable judgment](#).

- A. The *Weekly Time and TRE Report* (JA-012 English or JA-012-S Spanish).
1. If the *Weekly Time and TRE Report* (JA-012 English or JA-012-S Spanish) [is not turned in, or if it is turned in untimely](#), the participant will **not** receive a TRE payment. However participation hours will still be documented and are countable.
  2. The participant **cannot** be sanctioned for failure to turn in the TRE report.

- B. Contact with the participant.
- C. Contact with the employer or school.

### **.03 Participation for Less Than Required Hours**

An individual may live in an area where available work activities are insufficient to allow him or her to meet the minimum participation hours required to meet the work rate. The Jobs case manager is responsible for ensuring that every effort has been made to meet participation requirements.

- A. The *Employment Plan* (NIS060) screen must be adjusted accordingly, and the case placed in status **40** (Participation work rate) with the appropriate reason code.
- B. The Jobs case manager must monitor all cases in status **40** (Participation work rate) and record monitoring results in the case *Progress Notes* (JA-011) on a monthly basis. The 922 Report may be used as a tool for this purpose.

### **.04 Breaks in Participation**

When temporary breaks in scheduled activities can be anticipated, the Jobs case manager must collaborate with the participant to incorporate alternate activities to accommodate those breaks. Breaks can include summer breaks, holiday breaks, factory shut down, etc. Scheduled activities that could have breaks include, but are not limited to, educational and skills training.

- A. The Jobs case manager will assign the participant to alternate primary activities during the break.
- B. The Jobs case manager will re-open participation in the original activity when the break is ended.

### **.05 Recording Participation**

Participation hours are recorded on the *Client Participation Update* (NIS140) screen in JAS. Keying actual participation hours on the *Client Participation Update* screen is very important because participation hours are captured from this screen for federal reporting. To record participation, the Jobs case manager completes the *Client Participation Update* screen based on the week ending date. (See the [Week Ending Dates Chart](#))

- A. Key the Week Ending Date. Press <ENTER>.
- B. JAS populates the Activity and Scheduled hours for the requested Week Ending Date using information keyed on the *Employment Plan* screen.
- C. Key the verified actual hours.

- D. Once the actual hours are keyed for the first time, JAS “rolls” (copies) the information each week. The case manager **must** review and verify the actual participation hours each week to ensure that the correct number of hours are being recorded and reported.

NOTE: A teen engaging in educational activities is considered to be meeting the work requirement (30 hours) even when they engage in the educational activity for fewer than 30 hours. Key the actual hours in JAS when actual hours exceed the minimum number of required hours.

**200 PARTICIPATION**  
**Week Ending Dates**

Case Name \_\_\_\_\_ Jobs ID \_\_\_\_\_

Employment \_\_\_\_\_ Begin Date \_\_\_\_\_ End Date \_\_\_\_\_ Hours Scheduled \_\_\_\_\_

Week Ending Date	Actual Hours
August 05, 2005	
August 12, 2005	
August 19, 2005	
August 26, 2005	
August Total Actual Hours	
August Average Weekly Hours	
September 02, 2005	
September 09, 2005	
September 17, 2005	
September 23, 2005	
September 30, 2005	
September Total Actual Hours	
September Average Weekly Hours	
October 07, 2005	
October 14, 2005	
October 21, 2005	
October 28, 2005	
October Total Actual Hours	
October Average Weekly Hours	
November 04, 2005	
November 11, 2005	
November 18, 2005	
November 25, 2005	
November Total Actual Hours	
November Average Weekly Hours	
December 02, 2005	
December 09, 2005	
December 16, 2005	
December 23, 2005	
December 30, 2005	
December Total Actual Hours	
December Average Weekly Hours	
January 06, 2006	
January 13, 2006	
January 20, 2006	
January 27, 2006	
January Total Actual Hours	
January Average Weekly Hours	

**200 PARTICIPATION****WEEK ENDING DATES CHART (cont)**

Participant Name \_\_\_\_\_ Jobs ID \_\_\_\_\_

Activity \_\_\_\_\_ Begin Date \_\_\_\_\_ End Date \_\_\_\_\_ Hours Scheduled \_\_\_\_\_

Week Ending Date	Actual Hours
February 03, 2006	
February 10, 2006	
February 17, 2006	
February 24, 2006	
February Total Actual Hours	
February Average Weekly Hours	
March 03, 2006	
March 10, 2006	
March 17, 2006	
March 24, 2006	
March 31, 2006	
March Total Actual Hours	
March Average Weekly Hours	
April 07, 2006	
April 14, 2006	
April 21, 2006	
April 28, 2006	
April Total Actual Hours	
April Average Weekly Hours	
May 05, 2006	
May 12, 2006	
May 19, 2006	
May 26, 2006	
May Total Actual Hours	
May Average Weekly Hours	
June 02, 2006	
June 09, 2006	
June 16, 2006	
June 23, 2006	
June 30, 2006	
June Total Actual Hours	
June Average Weekly Hours	
July 07, 2006	
July 14, 2006	
July 21, 2006	
July 28, 2006	
July Total Actual Hours	
July Average Weekly Hours	





## ARIZONA JOBS PROGRAM

PROGRAM INSTRUCTIONS: DES 2-10.300

## SUBJECT: REFERRAL AND SELECTION

**300 REFERRAL AND SELECTION**

This section describes the Family Assistance Administration's (FAA) referral of TANF cash assistance recipients and the Jobs Program selection and notification processes. All policy and procedures apply to all families, unless otherwise indicated.

**301 FAA REFERRALS**

Upon approval of TANF cash assistance FAA staff will refer TANF cash assistance recipients to the Jobs Program through the [WORW screen](#) in AZTECS.

**.01 Referred Members**

As a condition of eligibility for TANF cash assistance, individuals referred to the Jobs Program must engage in work activities that meet the federal work requirements unless they are [temporarily deferred](#). FAA staff key the following specific codes in the PAR/EXEM field on the WORW screen in AZTECS to initiate a referral to the Jobs Program:

- A. **CH** – Caretaker of Child Under Age One. Parents/caretakers who are personally caring for a child under age one. The Jobs case manager may temporarily defer an individual upon their request and upon receipt of documented verification; however, the temporary deferral cannot exceed 12 months in the parent's/caretaker's lifetime. (See [Under the Age of One Year](#))
- B. **EM** – Employed or Self-Employed. Parent/caretakers who are TANF cash assistance recipients and employed.
  - 1. For those employed less than 30 hours per week averaged during the month refer to [Employed Less Than 30 Hours](#).
  - 2. For those employed 30 hours or more per week averaged during the month refer to [Employed More Than 30 Hours](#).
- C. **GD** – [Grant Diversion](#). Grant Diversion is a one-time benefit payment administered by the Family Assistance Administration (FAA) that can be equal to three months of the CA allotment. This payment is given upfront to assist employment ready CA applicants who have a barrier to employment.
- D. **RB** – Referred with Barrier. CA recipients that are required to participate but have a barrier that needs to be addressed before participation can begin. This includes dependent teenage children age 16 through 18 who are not in school. (See [Referred with Barrier](#))

- E. **RM** – Referred Mandatory. All recipients who do not meet any other referral group and are required to participate. This includes dependent teenage children age 16 through 18 who are not in school.
- F. **RP** – Referred Refugee. Recipients admitted to the U.S. by INS as refugees or have been granted voluntary departure by INS.
- G. **SA** – Sanctioned. Recipients who have been sanctioned 100% and have reapplied for and have been approved by FAA to receive TANF cash assistance. A reapplication by 100% sanctioned recipients is considered intent to comply with the Jobs Program.
- H. **TE** – Teen Parent Employed. Recipients between ages 13 through 19, who are either pregnant or custodial parents, lack a high school diploma or its equivalent or not attending school full time and employed in unsubsidized employment. School is defined as elementary, secondary, vocational or technical, or attending a night school equivalency course.
- I. **TP** – Teen Parent. Recipients between ages 13 through 19 who are either pregnant or custodial parents and not attending school full time.

#### **.02 Household Designation**

FAA staff will refer TANF cash assistance recipients to the Jobs Program based on family composition and circumstances. Families are designated as one of the following:

- A. TPEP household, two parents with at least one dependent child in common, reside in the home and are able to work.
- B. A household with at least one dependent child in which one parent is deceased, disabled or does not reside with the family.

### **302 JOBS SELECTIONS**

Individuals referred to the Jobs Program by FAA staff are selected to participate in the Jobs Program, through the *FAA Referrals Inquiry Selection* (NIS010) screen in JAS.

#### **.01 Selection of Preliminary Jobs Program Assessment Attendees**

The [Preliminary Jobs Program Assessment](#) will be considered the initial contact. Those individuals will be considered active participants as they are pulled off the referral file and will be placed in Status **10** (Pending Initial EP Development).

#### **.02 Selection Process**

The Jobs case manager selects individuals for participation from the referral file in JAS. This process ensures that Arizona meets the federal work requirements, prevents long-term reliance on TANF cash assistance, and provides participants with immediate long-term employment.

The following are TANF cash assistance recipients selected from the referral file in JAS:

A. CH – Caretaker of Child Under Age One.

Parent or other relative who is personally providing care for a child under age one. (See [Under the Age of One Year](#))

B. EM – [Employed / Self-Employed](#).

Parent/caretakers verified to be working in unsubsidized employment, regardless of the number of hours worked, who remain eligible and continue receiving TANF cash assistance. The Jobs case manager completes the following:

1. Access the *FAA Referral Inquiry Selection* (NIS010) screen in JAS:
  - a. Key **EM** in the **WORK REG** field and change the date range from the current date to 10/01/1990.
  - b. Print a copy of the *FAA Referral Inquiry Selection* (NIS010) screen listing the **EM** referrals.
2. Review and screen print the following AZTECS screens for coding accuracy and hours of employment. Place the screen prints in the case record:
  - a. CAP2 (Case Profile-Page 2): Determine which individual is employed and the status of the case (OPEN, CLOSED, etc.).
  - b. AFBH (AFDC Benefit History): Review for income.
  - c. EAIN (Earned Income): Key a **Y** in the **WS** field by the employed individual.
  - d. EAIC (Earned Income Calculation): Review the information displayed in the **FREQ**, **HOURS**, and **DOC** fields (In the FREQ (frequency) field, WK = weekly, BW = biweekly, SM = semi-monthly, MO = monthly, AC = actual).
  - e. SEEI (Self-Employment Income): Determine whether there is self-employment earned income.
3. Notify FAA staff when it is discovered through the screening process that the individual does not have earned income and has been coded **EM**.
4. Process the individual into JAS when coded correctly by completing the following:

- a. Obtain complete employment information by calling the participant, the employer, and/or the FAA Eligibility Interviewer.
  - b. Key an **X** next to the individual's name.
  - c. Register the individual on the JAS *Registration Add/Update* (NIS020) screen with status code **00** (Registered).
  - d. Complete the *Client Profile* (NIS040) screen and update the status code to **02** (Completed initial interview). Obtain information regarding the last grade level completed from AZTECS on the IDCI (Identify / Citizenship) screen.
  - e. Complete the *Employment Plan* (NIS060) screen and key **N** in the **EP SIGNED** field.
  - f. Update the status code to **12** (EP developed).
  - g. Complete the *Employment* (NIS150) screen.
5. Take the following actions when the individual is working a monthly average of **less than 30 hours** weekly and the TANF cash assistance case is open:
  - a. Follow case management procedures. (See [Orientation, Jobs Welcome, Assessment, and Deferrals](#))
  - b. Update the status and reason codes to **14-40** (Participating in activity/Activity and/or work experience) in JAS.
  - c. Send the *Jobs Welcome Meeting* (JB-101 English or JB-301 Spanish) notice. (See [Jobs Welcome Meeting](#))
  - d. Apply the sanctioning procedures when the individual does not participate. (See [Sanctioning and Withholding](#))
6. Take the following actions when the individual is working a monthly average of **30 hours or more** weekly with an open TANF cash assistance case.
  - a. Update the status code to **22** (Employed (TANF Open)).
  - b. Key the *Invitation to Our Welcome Meeting* (JB-102).

- (1) When the individual attends the Jobs Welcome Meeting, the following applies.
  - (a) The Jobs case manager will provide case management.
  - (b) The Jobs case manager will provide appropriate [Jobs Program services](#) or [community resources](#).
  - (c) The participant is eligible for [Jobs Program Extended Services](#) for six months and [Jobs Program Transitional Services](#) for up to two years from the date the TANF cash assistance case closes due to employment.
- (2) When the individuals does not attend the Jobs Welcome Meeting, the following applies:
  - (a) Key the *Friendly Reminder* (JB-103) and make telephone contact the first workday of each month until the TANF cash assistance case is closed.
  - (b) Jobs case managers may have to implement other means of establishing communication and maintaining ongoing case management (i.e. employer contact, telephone, home visits, work site visits, etc.) with these individuals, working to increase their income to achieve self-sufficiency.
  - (c) Provide appropriate [Jobs Program Services](#) or [community resources](#) when the individual contacts the Jobs local office and agrees to participate.
  - (d) The participant is eligible for [Jobs Program Extended Services](#) for six months and [Jobs Program Transitional Services](#) for up to two years from the date the TANF cash assistance case closes due to employment.

C. GD - Grant Diversion.

Grant Diversion (GD) recipients appear on the referral file in JAS but are **not selected** for case management. When the 3-month grant diversion period is over, the GD recipient will automatically drop from the referral file.

## D. RB – Referred with Barrier.

Adults who are required to engage in work activities and dependent teen children, age 16 through 18, who are not in school and are without a high school diploma or GED, and whom FAA has identified as having a barrier that prevents participation in Jobs Program activities.

1. A barrier is a circumstance that, if not addressed, may prevent or delay an individual's participation in work activities. A barrier includes any one or a combination of the following, and any similar circumstance:
  - a. Temporary physical or mental condition, including behavioral health issues of the participant or the participant's family member for whom the participant is the primary caregiver.
  - b. Physical or mental disability of the participant or the participant's family member for whom the participant is the primary caregiver.
  - c. Lack of transportation.
  - d. Lack of child care.
  - e. Having limited English proficiency.
  - f. Threat of domestic violence toward the participant, the participant's family member, or the caregiver for the minor child(ren) when the threat interferes with the participant's ability to participate in work activities.
  - g. Illiterate; having insufficient education; not possessing vocational skills.
  - h. An on-going family crisis that interferes with the participant's ability to participate in work activities.
2. The Jobs case manager completes the following:
  - a. Access the *FAA Referral Inquiry Selection* (NIS010) screen in JAS:
    - (1) Key **RB** in the **WORK REG** field.
    - (2) Screen print the *FAA Referral Inquiry* (NIS011) screen listing the RB referrals.

b. Review and screen print the following AZTECS screens:

- (1) CAP1 (Case Profile, Page 1).
- (2) CAP2 (Case Profile, Page 2).
- (3) CADO (Case Documentation). CADO may be accessed from most AZTECS screens by pressing the F8 key. Examples of these screens include, but are not limited to, the following:
  - (a) WORW (Work Registration).
  - (b) APEM (Application Entry Menu)
  - (c) INDA (Interview Data)
  - (d) SEPA (Setup Participation)

NOTE: Jobs case managers accept information documented on CADO as verification of a barrier.

c. Place the screen prints in the Jobs case record.

d. Review CADO to determine the nature of participant's barrier and when they will be able to attend a Jobs Welcome Meeting.

- (1) Determine whether Jobs Program Services or community resources are immediately available to address the identified barrier. When services are available, take the following actions:
  - (a) Contact the participant using one of the following methods:
    - (i) A telephone call.
    - (ii) Any other reasonable methods to establish contact with the participant.

NOTE: Document all attempts in the case *Progress Notes* (JA-011).

- (b) Pull the individual from the referral file.
- (c) Develop an [Employment Plan \(EP\)](#).

- (d) Provide the participant with available Jobs Program Services or community resources.
  - (e) Document the case *Progress Notes* with all actions taken.
- (2) When services are not available or the barrier is ongoing, the following apply:
  - (a) Do not pull the individual from the referral file.
  - (b) Monitor the individual at least every 30 days, using a tickler file, until the barrier is resolved or services become available. The tickler file consists of screen prints of the CAP1, CAP2 and CADO screens in AZTECS and the case *Progress Notes*.
    - (i) Update CADO with any new information received by the participant or the service provider.
    - (ii) Document the case *Progress Notes* with all actions taken.
- 3. Barrier length may vary depending on individual circumstances. First, Jobs case managers must focus on individuals coded **RB** who are experiencing a barrier that can be resolved immediately using Jobs Program Services or community resources.

When the individual has a long-term barrier, case managers must try to identify other resources that may assist these individuals such as a referral to Rehabilitation Services Administration (RSA), assisting the individual with completing an application for Supplemental Security Income (SSI), etc.

E. RM – Referred Mandatory.

Adults, who are required to engage in work activities and dependent teen children, age 16 through 18, who are not in school and do have a diploma or GED. Adults who have received the greatest number of months of TANF cash assistance have priority over those who have received fewer months.

F. RP – Referred Refugee.

Individuals admitted to the U.S. by INS as refugees or who have been granted voluntary departure by INS. Jobs case managers are required to co-case manage with the assigned VOLAG for the refugee.



The Jobs case manager refers participants to the Voluntary Agency (VOLAG) for enrollment in the TANF Refugee Resettlement Program (RRP). (See [TANF Refugee Resettlement Program](#) for more information)

1. The Jobs case manager completes the following to refer the refugee:
  - a. Schedule an appointment for the TANF RRP participant and fax a duplicate letter to VOLAG staff. (See [Designated Jobs & Voluntary Agency Sites](#))
    - (1) When the Jobs participant obtains employment prior to the scheduled assessment interview, Jobs staff must notify VOLAG staff of the participant's employment status within seven calendar days of the scheduled assessment interview.
    - (2) VOLAG staff may be present at all interviews, appointments, job interviews, etc.
  - b. Register the participant with the Jobs Program and update JAS to reflect the referral to the TANF RRP. Key an **R** in the **SPECIAL PROGRAM FLAG** field on the *Client Profile* (NIS040) screen in JAS.
  - c. Set an alert to review the case when the 12 months of VOLAG case management is complete.
  - d. Record substantiating information in the case *Progress Notes* (JA-011).
  - e. Send the *Referral to Provider* (JA-006 English or JA-006-S Spanish) to VOLAG staff indicating a referral to the TANF RRP. Specify in the Services Requested section of the *Referral to Provider*, the TANF RRP criteria that constitute the reason for referral.
  - f. Prepare a referral packet containing the following:
    - (1) Copy of the *Case Management Screening Guide* (JOB-1091A English or JOB-1091S Spanish).
    - (2) Screen print of the *Employment Plan* (NIS060) screen.
    - (3) Screen prints of AZTECS information reflecting issuance history (AFIH).
    - (4) Copies of results of any testing or other pertinent information.

2. The VOLAG staff complete and return the bottom portion of the *Referral to Provider* to the Jobs Program within seven calendar days indicating whether the Jobs participant has been selected for the TANF RRP.
  - a. When the Jobs participant is enrolled in the TANF RRP, the Jobs case manager updates JAS to reflect this change.
  - b. When the Jobs participant is **not** enrolled in the TANF RRP, the Jobs case manager determines who will provide case management services.

G. SA – Sanctioned.

Individuals whose TANF cash assistance case was closed due to 100% sanction and who have reapplied for and been approved by FAA for TANF cash assistance.

H. TE – Teen Parent Employed.

Individuals, ages 13 through 19, who are either pregnant or custodial parents, lack a high school diploma or its equivalent or are not attending school fulltime, and are employed in unsubsidized employment. The school may be an elementary, secondary, vocational, technical school, or a night school equivalency course.

I. TP – Teen Parent.

Individuals, age 13 through 19, who are either pregnant or custodial parents and not in school.

J. TPEP - [Two-Parent Employment Program](#).

TPEP is a time-limited TANF cash assistance program. TPEP benefits can be received for no more than six months out of a 12-month period. Both parents must be in the home, not disabled, and have a common child.

### **.03 Jobs Sanction/TANF Cash Assistance Reapplications**

The following applies to TANF cash assistance applications for cases that were previously closed while in **Jobs sanction** status.

- A. FAA staff will determine whether the parents/caretakers are eligible for TANF cash assistance.
- B. The Jobs case manager takes the following actions:
  1. Select individuals by accessing the *FAA Referral Inquiry Selection* (NIS010) screen and key a **W** in the field to the left of the desired parent's/caretaker's name.

2. Begin case management.
3. Determine whether barriers exist that prevent participation.
4. When barriers exist, refer the participant for Jobs Program Services or community resources.
5. When barriers do not exist, develop an [Employment Plan \(EP\)](#).

#### **.04 FS E&T Participants**

- A. JAS does not allow selection of parent/caretakers from the Jobs referral file while an open FS E&T case exists.
- B. When FAA staff refer these parents/caretakers to the Jobs Program, an alert is generated in JAS. The Jobs case manager completes the following:
  1. Request the FS E&T case be closed immediately when the participant is a sanctioned or TPEP parent who is required to comply with Jobs Program requirements.
  2. Request the FS E&T case be closed following the completion of the FS E&T activity for other cases.

### **303 ESTABLISHING A CASE RECORD**

The Jobs case manager establishes a case record for all participants who are selected. This includes records for participants who are temporarily deferred recipients.

#### **.01 Previous Referral to Jobs**

When individuals are registered and a case record already exists, the Jobs case manager must retrieve the existing closed case record for review by the day of the Jobs Welcome Meeting interview.

#### **.02 First Referrals to Jobs**

When individuals are registered and a Jobs case record does not exist, a six-part case record must be established. The case record is established per the case record format instructions in [Case Record Information](#).

#### **.03 Failure to Report**

When individuals fail to report to the Jobs local office for the Jobs Welcome Meeting, the Jobs case manager must establish a two-part case record.

## WORK REGISTRATION SCREEN

WORW		WORK REGISTRATION						060196 13:12		
								JAN 03		
CASE NAME: THOMLEE, JOYCE								CASE NUMBER: 98765432		
NAME	REL	PGM	PAR/ EXEM	VR	PEND	VOL Y/N	REV DATE	RELIABLE TRANSPORT	JOB CODE	STATUS DATE
01 JOYCE T	PI	AF	RM	HC						
		FS	RR	HC		Y		Y	9800	
02 TOM T	SP	AF	RM	HC						
		FS	RR	HC		Y		Y	9800	
03 LESLI T	CH	AF	AG	HC						
		FS	AG	HC		N		N		
04 JOE T	CH	AF	AG	HC						
		FS	UI	HC		N		N		
05 STEPH J	NR	AF	RM	HC					0328	
		FS	RR	HC		N		N	9800	
06 CHRIS J	NR	AF	AG	HC						
		FS	AG	HC		N		N		
MORE CLIENTS:								NEXT→		

- A. **PGM (PROGRAM):** AZTECS automatically displays any programs (**AF** = (AFDC/TANF [cash assistance], **FS** = Food Stamps) for months for which the program has been registered. When the program is not "copied" to the current month, it does not display information for the current month.
- B. **PAR EXEM (PARTICIPATION/EXEMPTION STATUS):** FAA staff keys the code appropriate for the participant's work participation status. **CH, EM, RB, RM, RP, SA, TE, or TP** in the **PAR/EXEM** field indicates a CA participant is a required referral to the Jobs Program and a referral file has been established.
- C. **REV DATE (REVIEW DATE):** FAA staff must review the participant's exemption status at a later date.
- D. **RELIABLE TRANS (RELIABLE TRANSPORTATION):** The EI keys **Y** when the FS participant has access to reliable transportation. Reliable transportation can mean a working vehicle or access to public transportation.
- E. **JOB CODE:** This code reflects the participant's most recent status and reason codes in the JAS system.
- F. **STATUS DATE:** This is the effective date of the status and reason code listed in the Job Code field.

**ARIZONA JOBS PROGRAM****PROGRAM INSTRUCTIONS: DES 2-10.400****SUBJECT: ORIENTATION, PRELIMINARY ASSESSMENT, JOBS WELCOME, ASSESSMENT AND DEFERRALS****400 ORIENTATION, PRELIMINARY ASSESSMENT, JOBS WELCOME, ASSESSMENT AND DEFERRALS**

This section describes the flow of participants through the Orientation, Jobs Welcome Meeting, and Initial Interview.

The orientation is presented to TANF cash assistance applicants before their eligibility interview. Information is explained regarding various services provided to TANF cash assistance recipients.

TANF cash assistance applicants with a participation code of **IN** or **UM** on the AZTECS SEPA screen must have a Jobs assessment as part of the TANF eligibility requirement, unless they have received CA from Arizona or another state in the month of application. The Jobs case manager will make a preliminary assessment of the CA applicant to determine employability potential. A more detailed assessment is conducted at a later appointment or after the Jobs Welcome meeting.

The Jobs Welcome Meeting may be conducted in a group setting or one-on-one with the Jobs case manager. At the Jobs Welcome Meeting, participants are provided with an overview of the Jobs Program, including information regarding the rights of the participant, the Jobs Program, and Child Care Program. The information provided at the Jobs Welcome Meeting include services provided to attendees and the action taken for non-attendance.

A one-on-one meeting between the participant and Jobs case manager is the beginning of the formal case management process. At that interview, the Jobs case manager completes an assessment with the participant to determine the appropriate course of action for the participant to begin the process of moving toward self-sufficiency.

Unless otherwise indicated, all policy and procedures apply to all families.

**401 ORIENTATION / FAA BARRIER IDENTIFICATION / PERSONAL RESPONSIBILITY AGREEMENT**

Depending on local office EMPOWER procedures, the orientation and introduction to work requirements may be presented by the Jobs Program, Employment Security Section (ESA), Family Assistance Administration (FAA), or a combination. At the orientation, staff will explain to the TANF cash assistance applicant the requirement to attend the Jobs Welcome Meeting. When needed, translation services are provided at the orientation.

**.01 Orientation**

The orientation is presented to TANF cash assistance applicants as part of the eligibility determination process. During the orientation, participants are informed of program opportunities, requirements, personal responsibilities, and availability of Jobs Program Services.

**.02 FAA Barrier Identification**

Family Assistance Administration (FAA) staff will determine if applicants for TANF cash assistance are eligible. FAA staff will explain to the applicant the need to participate with the Jobs Program. It is also during the eligibility interview that FAA staff can identify when the applicant has a barrier that must be removed prior to participation with the Jobs Program. When a barrier has been identified, FAA staff complete the following:

- A. Document any available information regarding the barrier on the CADO (Case Documentation) screen in AZTECS.

NOTE: Jobs case managers accept information documented on CADO as verification of a barrier.

- B. Update the WORW (Work Registration) screen in AZTECS with an **RB** (Referred Barrier) code.

**.03 Personal Responsibility Agreement (PRA)**

As part of the eligibility determination process, participants are required to complete and sign the *Personal Responsibility Agreement (PRA)* (FA-264 - All Families except TPEP). By signing the PRA, participants indicate their understanding and acceptance of their personal responsibility to prepare for and accept employment.

**402 JOBS PROGRAM PRELIMINARY ASSESSMENT**

TANF cash assistance applicants with a participation code of **IN** or **UM** on the AZTECS SEPA screen must contact the Jobs Program for a **Preliminary Assessment** as part of the TANF eligibility requirement; unless they have received CA from Arizona or another state in the month of application or if facility or staffing constraints prohibit a local office from conducting the preliminary assessment.

**.01 Purpose of Preliminary Assessment**

The purpose of having the Jobs program conduct a preliminary assessment before FAA determines eligibility for TANF cash assistance is the following.

- A. To ensure CA applicants/recipients have the opportunity to learn the benefits of the Jobs Program and the role it can play in helping them become self-sufficient. The Jobs case manager shall provide an overview of the Jobs Program by explaining the following to the CA applicant.
  - 1. Participation in Jobs Program work activities is a Federal requirement for all mandatory individuals receiving TANF cash assistance.
  - 2. Through a mutual agreement between the Jobs case manager and the Jobs participant, activities are assigned that will improve the participant's employability skills.
  - 3. The Jobs Program can provide supportive services that may be available to CA recipients to assist in removing barriers to employment.
  - 4. The consequences for failing to participate in the agreed upon work activities, without good cause.
- B. Provide a brief overview of the Grant Diversion Program and offer the CA applicant the opportunity to express an interest in grant diversion as an alternative to TANF cash assistance.

## **.02 Jobs Program Preliminary Assessment Procedures**

The Preliminary Jobs Program Assessment process involves open communication between Family Assistance Administration (FAA) staff and Jobs Program staff. The *Grant Diversion Pre-approval Turn Around Document* (TAD) (FAA-1227A) and the *Information and Pending Agreement* (FA-077) are the instruments used by FAA and Jobs to track the CA applicant's procedure through the Preliminary Assessment process.

When the TAD and FA-077 are received in the Jobs local office, the Jobs case manager will take the following actions.

- A. Register the TAD into the local office tracking log.
- B. Review the TAD and the FA-077 for the Jobs Program Assessment Due Date to ascertain if the CA applicant contacts the Jobs local office in a timely manner.
  - 1. When the CA applicant contacts the Jobs local office by the due date indicated on the TAD and the FA-007, The Jobs case manager will take the following actions.
    - a. Complete an [overview of the Jobs Program requirements](#).

- b. Provide a brief explanation of the Grant Diversion Program to the CA applicant and give them the opportunity to express an interest in the GD option.
    - (1) If the CA applicant **does not** want the GD option, the Jobs case manager completes the Jobs Program portion of the TAD, checks the box **Compliance with Jobs Program**, and returns the TAD to FAA.
    - (2) If the CA applicant expresses an interest in the GD option, the Jobs case manager will provide the *Grant Diversion Screening Questionnaire* (FAA-1228A) and discuss the details of grant diversion.
      - (a) If it is determined the applicant **is not a candidate** for the GD option, the Jobs case manager completes the Jobs Program portion of the TAD, checks the box **FAA To Process CA/TPEP** and returns the TAD to FAA.
      - (b) If it is determined the CA applicant is a candidate for the GD option, the Jobs case manager completes the Jobs Program portion of the TAD, checks the box **Grant Diversion To Be Approved By FAA**, and returns the TAD to FAA.
- 2. When the applicant **does not contact** the Jobs local office by the date indicated on the TAD and FA-077, the following occurs.
  - a. The Jobs case manager will document the CADO screen in AZTECS with the no show information.
  - b. The Jobs case manager will return the TAD to FAA within one business day following the due date.
  - c. FAA will deny CA benefits, unless good cause is established.

### **.03 Preliminary Assessment is Initial Contact With the Jobs Program**

The Jobs Program Preliminary Assessment is considered the initial contact for CA applicants who are approved for TANF cash assistance. CA applicants who have attended the Jobs Program Preliminary Assessment are considered active Jobs participants when they are pulled off the referral file. In order to show these participants as active in JAS, they must be manually placed in a status **10** (Pending Initial EP Development).



## 403 JOBS WELCOME MEETING

The Jobs Welcome Meeting may be conducted in a group setting or on a one-on-one basis. TANF cash assistance applicants are informed at the orientation of the requirement to attend the Jobs Welcome Meeting.

**.01 Notification**

Prior to sending notification, Jobs case managers must identify the primary reading language of the individual by reviewing the AZTECS CAP1, INDA, or NORE screens. This assists case managers in determining whether Spanish notices need to be sent.

- A. When **All Families except TPEP** are selected off of the referral file, JAS sends a *Jobs Welcome Meeting* (JB-101). The *Jobs Welcome Meeting* informs participants of the following:
1. That they must work with The Jobs Program to continue to receive TANF cash assistance.
  2. The date, time and location of the Jobs Welcome Meeting appointment that has been scheduled for them.
  3. The Jobs local office telephone number to call when child care, transportation, or translation services are needed to attend the Welcome Meeting.
  4. When the Jobs Program is **unable** to assist the participant with child care, transportation, or translation services, good cause is established.
  5. When the participant cannot attend the appointment, they must call the Jobs local office by a specific date to explain why they couldn't attend and to set another Jobs Welcome Meeting date.
  6. The consequences for missing their appointment.

- B. The following apply to Jobs **participants who have been sanctioned**:
1. Not required to attend a Jobs Welcome Meeting when they have attended one within the last six months. (See [Revising the EP](#))
  2. Must attend a Jobs Welcome Meeting when the participant was sanctioned due to failure to appear for the Jobs Welcome Meeting or has not attended a Jobs Welcome Meeting within the last six months. The Jobs case manager must complete the following:
    - a. Key and send a *Jobs Appointment Notice* (JB-151 English or JB-351 Spanish) to schedule the participant for a one-on-one or group Jobs Welcome Meeting.
    - b. Place a copy of the *Jobs Appointment Notice* in the case record.

## **.02 Barriers to Employment**

- A. During the Jobs Welcome Meeting or at any point, communication between the participant and the Jobs case manager may result in identifying barriers to participation. The Jobs case manager may become aware that a barrier to participation exists in either of the following ways:
1. The case manager may identify barriers that prevent the participant from engaging in work activities.
  2. The case manager may be informed by the participant of barriers that exist that prevent the participant from engaging in work activities.
- B. When barriers have been identified, the Jobs case manager uses [Jobs Program Services](#) or [community resources](#) to assist with barriers. (See [Referred with Barrier](#))

## **.03 Services Needed to Attend the Jobs Welcome Meeting**

- A. When the participant identifies that assistance is needed for child care and/or transportation to be able to attend the Jobs Welcome Meeting, the Jobs case manager completes the following:
1. Review the available options with the participant. (See [Transportation](#) and [Child Care](#))
  2. Register the participant in JAS on the *Registration Add/Update* (NIS020) screen using status code **00** (Registered). The participant's information may be obtained by telephone.

3. Update the *Client Profile* (NIS040) screen. The participant remains in status code **00** (Registered).
  4. Access the *Employment Plan* (NIS060) screen. Indicate that the *Employment Plan* was not signed by keying an **N** in the **EP SIGNED** field. The participant remains in status code **00** (Registered).
- B. When the participant or case manager determines that translation services are needed to be able to attend the Jobs Welcome Meeting, the Jobs case manager takes the following actions:
1. Utilize bilingual Jobs staff, when available.
  2. Call one or more of the contractors listed on the Arizona State Procurement Office (SPO) Statewide Contract for Interpreter Services. Identify the Jobs participant's individual needs as follows:
    - a. Type of language.
    - b. Whether the need is for written or oral usage.
    - c. Purpose; such as, classroom, one-on-one, meeting, interview, etc.
    - d. When, where, and the length of time the interpreter is needed.
    - e. Any other pertinent information.
  3. Submit a purchase order using the Regional Purchase Order processing instructions. Keying into JAS is not necessary.
  4. Document the need and actions on the case *Progress Notes* (JA-011).

#### **.04    Jobs Welcome Meeting**

Participants who have been notified to attend a Jobs Welcome Meeting must receive a *Welcome to the Jobs Program* (JB-101), *Invitation to our Welcome Meeting* (JB-102), *Jobs Welcome Meeting Rescheduled Notice* (JB-190 English or JB-390 Spanish), a *Jobs Appointment Notice* (JB-151 English or JB-351 Spanish), or a hard copy *Jobs Appointment Notice* (JA-051 English or JA-051-S Spanish).

- A. For each participant required to attend the Jobs Welcome Meeting, Jobs case managers complete the following:
1. Explain to the participant the rights and responsibilities of the following:

- a. The participant, as stated on the *Jobs Rights and Responsibilities* (JA-002 English or JA-002-S Spanish).
    - b. The Jobs Program to the participant.
    - c. Child Care Program.
  2. Explain that the consequence of continuing non-compliance with the Jobs Program is progressive sanctions.
  3. Explain the contents and meaning of the Jobs Program sanction notices.
  4. Explain deferral and good cause procedures.
  5. Ensure that the participant is screened as required.
  6. Register the participant in the Jobs Program.
  7. Have the participant sign the Release of Information (JA-037 or JA-037-S).
- B. Information provided in the Jobs Welcome Meeting includes the following:
1. Tax Credit information (Earned Income Tax flyer).
  2. Child care information (list of child care facilities, *Child Care Administration Resource and Referral* service pamphlet, etc.).
  3. Child Care Administration *Application for Child Care, Rights and Responsibilities* (CC-001-A).
  4. Information about services available in the Jobs local office.
  5. Bus schedule(s) and/or information regarding other transportation options.
  6. *Progressive Penalties/Withholding* (JOB-1001).
  7. *Acceptable Proof of Good Cause for Not Participating in Work Activities* (JOB-1000A).
  8. Information regarding the Americans with Disabilities Act.
  9. *Jobs Rights and Responsibilities*.
  10. *Case Management Screening Guide* (JOB-1091A English or JOB-1091S Spanish).

**.05 Failure to Complete the Jobs Welcome Meeting**

Jobs case managers must assist participants with available services when the participant indicates that a barrier exists that is preventing them from attending the Jobs Welcome Meeting. [Jobs Program Services](#) or [community resources](#) can be utilized to assist the participant with barriers.

- A. **All Families except TPEP** participants have until the close of business on the tenth calendar day from the original Jobs Welcome Meeting appointment to complete the Jobs Welcome Meeting. (Day one is the day after the original appointment. When the tenth calendar day falls on a weekend or holiday, attendance on the next workday is acceptable).
1. The Jobs case manager must take the following steps for participants who have not attended the [Preliminary Jobs Program Assessment](#) and fail to appear for their original Jobs Welcome Meeting appointment or complete the Jobs Welcome Meeting within the prescribed time frame:
    - a. Key the *Jobs Welcome Meeting Rescheduled Notice* (JB-190 English or JB-390 Spanish) through JAS within two workdays from the missed original Jobs Welcome date to reschedule the Jobs Welcome Meeting.
 

EXCEPTION: If an individual has attended the Preliminary Jobs Program Assessment as part of the CA eligibility, a *Jobs Welcome Meeting Rescheduled Notice* **will not** be keyed.
    - b. Attempt to contact the participant using one or more of the following methods to initiate contact:
      - (1) Telephone call.
      - (2) Checking with other Administrations to see whether they have had contact with the participant.
      - (3) Any other reasonable method to establish contact with the participant.
    - c. Document all attempts in the case *Progress Notes* (JA-011).
  2. When the participant does not complete one of the following, the Jobs case manager must begin the [Good Cause Process](#):
    - a. Attend the rescheduled Jobs Welcome Meeting.
    - b. Respond to the *Jobs Welcome Meeting Rescheduled Notice*.

- B. When a **sanctioned participant** does not appear for the Jobs Welcome Meeting or does not respond to the *Jobs Appointment Notice* (JB-151 English or JB-351 Spanish), the Jobs case manager must begin the [Good Cause Process](#).
- C. When it is discovered that the participant is employed full-time prior to the Jobs Welcome Meeting, a telephone intake interview may be conducted when the participant is unable to attend in person due to their work schedule. The Jobs case manager completes the following:
  - 1. The *Participant Message Intake* (JOB-1051A).
  - 2. Register the participant in JAS.
  - 3. Process the *Employment Plan* (NIS060) screen. Update JAS by keying status code **12** (EP developed). Indicate the *Employment Plan* was not signed by keying an **N** in the **EP SIGNED** field.
  - 4. Complete the *Employment* (NIS150) screen. Update JAS by keying status code **22** (Employed (TANF open)).

#### **.06    Completing the Jobs Welcome Meeting**

For participants who have completed the Jobs Welcome Meeting, an assessment must be conducted and the *Employment Plan* (EP) must be developed.

### **404    ASSESSMENT**

All participants are required to complete or assist in completing the *Case Management Screening Guide* (JOB-1091A English or JOB-1091S Spanish).

#### **.01    Case Management Screening Guide**

- A. The *Case Management Screening Guide* (JOB-1091A English or JOB-1091S Spanish) is an assessment tool designed to identify skills, employment history, literacy levels, educational background, family circumstances and limitations or other factors, such as learning disabilities or barriers that the Jobs case manager must consider in the employment planning process. The Jobs case manager uses the *Case Management Screening Guide* in conjunction with the *CMSG Scoring Sheet* (JOB-1090A) to develop the *Employment Plan*.

- B. Encourage participants to complete the *Case Management Screening Guide* without assistance; however, when the participant is unable to complete the form due to illiteracy or other limitations, the Jobs case manager must assist the participant by completing the form in a different colored ink than that used by the participant.
- C. The Jobs case manager completes the *CMSG Scoring Sheet*. The *CMSG Scoring Sheet* is designed to provide a gauge for a participant's overall employability based on employment experiences and abilities, family needs, and barriers to employment to help Jobs case managers distinguish between participants who meet the following:
  - 1. Able to move into employment quickly.
  - 2. Need supportive services to move into employment.
  - 3. Have difficulty becoming employed or may be better suited for another program.

#### **.02 Screening for Specialized Programs**

The Jobs case manager screens for eligibility for [Specialized Programs](#) services at the initial interview.

#### **.03 Recording Assessment**

Although assessment does not count as a work activity, the Jobs case manager records the time spent in assessment as **ASM** on the *Employment Plan* (NIS060) screen.

#### **.04 Reassessment**

Reassessment should occur when the Jobs case manager identifies that a participant is experiencing difficulty implementing the participant's *Employment Plan* (EP) or there is a change in the participant's circumstances.

- A. The following are examples of when reassessment may be needed:
  - 1. Assignment to a new activity.
  - 2. Problems in assigned work activities.
  - 3. Unsatisfactory progress in a work activity.
  - 4. Completion of a work activity.
  - 5. Evaluation of effectiveness and appropriateness of the *Employment Plan*.
  - 6. When, after three consecutive weeks, actual hours of participation are consistently less or more than scheduled hours.

7. Participant requests.
  8. As a part of the [issue resolution](#) process.
- B. Upon completion of the reassessment, the Jobs case manager updates the *Employment Plan* (NIS060) screen in JAS with changes in activities and/or services.

#### **.05 Other Assessment**

The Jobs case manager may determine that certain participants would benefit from further employment-focused assessment. Tests and evaluations are generally conducted for participants on an infrequent basis, and when the Jobs case manager has clearly identified the need.

- A. Some examples of when an in-depth assessment may be needed are when the following occur:
1. The participant has been unable to identify career interests or goals.
  2. A career change is needed due to situations such as outdated skills, changes in the labor market, or physical limitations.
  3. The participant has little formal education, appears to be low functioning and needs their literacy levels determined. Basic literacy is defined as functioning at an 8.9 grade level or above.
  4. Are lacking or limited in English-speaking skills and their level of readiness for ESOL must be determined.
  5. Are being considered for a vocational education/training program (except those who are already enrolled in education/training). The Jobs case manager uses in-depth assessments to determine whether either of the following applies:
    - a. The participant has the skills and education level needed to successfully complete the program.
    - b. The vocation or career is the most appropriate for the participant.
  6. Are perceived to have a possible learning disability based on assessment of the participant's stated, observed, or suspected difficulties that may affect their ability to obtain or retain employment.
- B. The Jobs case manager provides an assessment and determines whether a referral is necessary for [Jobs Program Services](#) or [community resources](#).



## C. Test and Evaluation Referrals

1. The Jobs case manager uses existing assessment results when possible and works with providers to avoid duplication. When further assessment is needed, the Jobs case manager must determine whether tests or evaluations can be administered by the Jobs case manager before referrals to providers are considered.
2. When the Jobs case manager cannot administer the required tests or evaluations, the Jobs case manager refers the participant to providers. To make these referrals, the Jobs case manager completes the following:
  - a. Use the *Referral to Provider* (JA-006 English or JA-006-S Spanish) to refer the participant to a community resource or a Jobs Program contracted service provider.
  - b. Specify reasons for requesting tests or evaluations on the *Referral to Provider* and provide any essential information to ensure the appropriate tests or evaluations are given and test results are evaluated accurately.

## D. Test and Evaluation Tools

The following testing and evaluation tools may be used to determine literacy levels, vocational interests, and aptitudes:

1. Academic achievement tests:
  - a. TABE – Test of Adult Basic Education.
  - b. ABLE – Adult Basic Learning Exam.
  - c. Gates-MacGinitie – Reading/Comprehension Test. The Jobs case manager may use this test to determine a participant's reading level.
2. Vocational evaluations, including aptitude tests:
  - a. Interest inventories.
  - b. Career exploration.
  - c. GATB – General Aptitude Test Battery.

## 405 RIGHTS AND RESPONSIBILITIES

**.01 Jobs Program Rights and Responsibilities**

The *Rights and Responsibilities* (JA-002 English or JA-002-S Spanish) is an agreement between the participant and the Jobs Program. The agreement describes the rights and responsibilities of the Jobs participant as well as the responsibilities of the Jobs Program to the participant.

- A. The Jobs case manager must explain the participant's rights and responsibilities.
- B. Both the participant and the Jobs case manager sign the *Rights and Responsibilities* to indicate that the participant has received an explanation of the program and understand their rights and responsibilities in the Jobs Program.

**.02 Child Care Assistance Rights and Responsibilities**

The *Application for Child Care Assistance Rights and Responsibilities* (CC-001-A, Page 2) is an agreement between the participant and the Child Care Administration. Participants must sign this form to receive child care benefits.

This section of policy also applies to Grant Diversion recipients who are utilizing case management services.

The Jobs case manager completes the following:

- A. Explain the participant's rights and responsibilities and have the participant sign the form.
- B. Provide information to the participant regarding DES registered child care providers in the participant's geographic area.
- C. Utilize the Child Care Administration's list of providers to inform participants of available child care resources.  
(See [Selecting Child Care Providers to Enable Participation](#))
- D. Inform the participant receiving TANF cash assistance and child care services for Jobs Program activities that they must comply with both Child Care and The Jobs Program or they may lose their child care eligibility.  
(See [Child Care](#))

**.03 Refusal to Sign**

The participant and the Jobs case manager are expected to sign the *Rights and Responsibilities* (JA-002 English or JA-002-S Spanish), *Application for Child Care Assistance Rights and Responsibilities* (CC-001-A-page 2), and the *Employment Plan* (JA-010), as well as other forms. The signatures affirm that the participant has received an explanation of the program and understands their rights and responsibilities.

- A. When the participant refuses to sign the *Rights and Responsibilities*, the Jobs case manager completes the following:
  - 1. Not sanction the participant.
  - 2. Annotate the form with *participant refuses to sign*.
  - 3. Sign their own name indicating that the participant was provided an explanation of the participant's rights and responsibilities and a copy of the form.
  - 4. Document the case *Progress Notes* (JA-011) with the participant's refusal to sign.
- B. When the participant refuses to sign the *Application for Child Care Assistance Rights and Responsibilities*, the Jobs case manager completes the following:
  - 1. Not sanction the participant.
  - 2. Document on the *Application for Child Care Assistance Rights and Responsibilities* that the participant has refused to sign.
  - 3. Sign their own name on the *Application for Child Care Assistance Rights and Responsibilities* indicating that the participant was provided an explanation of the participant's rights and responsibilities.
  - 4. Document the case *Progress Notes* (JA-011) with the participant's refusal to sign.
  - 5. Notify Child Care by noting the refusal in the **COMMENTS** section on the *Referral to Child Care* (NIS090) screen.
- C. When the participant does not sign the *Employment Plan* (JA-010), the following apply:
  - 1. When the participant continues to participate, the Jobs case manager takes the following actions:
    - a. Not sanction the participant.

- b. Document the case *Progress Notes* with the reason the participant refused to sign the *Employment Plan* and any discussions held with the participant.
  - c. Refer the case to the Jobs supervisor. The case manager and supervisor must attempt to resolve *Employment Plan* conflicts with the participant. Discussions may be by telephone or in person.
  - d. All discussions held and any resolutions agreed upon with the participant must be thoroughly documented in the case *Progress Notes* (JA-011). (See [Revising the EP](#))
- 2. When the participant does **NOT** continue to participate, the Jobs case manager must determine whether all Jobs Program Services or community resources indicated on the *Employment Plan* were provided.
  - a. When services were **not** provided, refer the participant to Jobs Program Services or community resources.
  - b. When services were provided, begin the Jobs [Good Cause Process](#).
  - c. Document the case *Progress Notes* (JA-011) with the participant's refusal to sign.

#### 406 EMPLOYMENT PLAN (EP)

The *Employment Plan* (JA-010) includes work activities, Jobs Program Services, community resources, and Specialized Services necessary to implement the plan. The *Employment Plan* is developed to the extent possible at the Jobs Welcome Meeting interview and revised as needed during the course of participation.

##### .01 Importance of the Employment Plan

The Jobs case manager and the participant use the *Employment Plan* to record an employment goal and a planned series of actions to reach that goal.

- A. The Employment Plan identifies the following:
  - 1. The most current work activities.
  - 2. Jobs Program services.
  - 3. Community resources.
  - 4. Specialized services.
  - 5. Time frames required to achieve the employment goal.

- B. It is critical that the *Employment Plan* be kept up-to-date because the participation hours and activities scheduled in the *Employment Plan* have a direct impact on the work participation rate.
- C. Participants who have an established disability may opt to participate in Jobs Program activities. (See [Determining Disability](#)) When this occurs, the Jobs case manager completes the following:
  - 1. Assist the participant in developing an *Employment Plan* that allows participation in Jobs Program activities to the extent possible.
  - 2. Provide the participant with Jobs Program Services, community resources and reasonable accommodations that allow them to understand and participate in Jobs Program activities.
  - 3. Contact the disabled participant by telephone, mail, or other reasonable methods when they miss an appointment or deadline to determine whether the disability is affecting their ability to make progress toward meeting the *Employment Plan* goal. When the disability is affecting the participant's progress, the Jobs case manager will not sanction the participant but will take the following actions:
    - a. Revise the *Employment Plan*, if necessary.
    - b. Refer the participant to Vocational Rehabilitation, Jobs Program Services, or community resources for additional assessments. Explore services that may be able to assist the participant in making progress toward becoming self-sufficient.
- D. Victims of domestic violence or parents of a child under one year of age may also choose to participate. When this occurs the Jobs case manager must complete the following:
  - 1. Assist the participant in developing an *Employment Plan* that allows participation in Jobs Program activities.
  - 2. Provide the participant with Jobs Program Services and community resources that allow them to participate in Jobs Program activities.

3. Contact the participant by telephone, mail, or other reasonable methods when they miss an appointment or deadline to determine the reason for their inability to make progress toward meeting the *Employment Plan* goal. When the participant is not able to make progress at this time, the Jobs case manager takes the following actions:
  - a. Not sanction the participant.
  - b. Revise the *Employment Plan*, when necessary.
  - c. Refer the participant to community resources that may be able to assist the participant in making progress toward becoming self-sufficient.
- E. When the participant does not sign the *Employment Plan*, the Jobs case manager takes the following actions:
  1. Not sanction the participant.
  2. Document the case *Progress Notes* (JA-011) with the reason the participant refused to sign the *Employment Plan* and any discussions held with the participant and any actions taken.
  3. Refer the case to the Jobs supervisor. The case manager and supervisor must attempt to resolve *Employment Plan* conflicts with the participant. Discussions may be by telephone or in person. All discussions held and any resolutions agreed upon with the participant must be thoroughly documented.  
(See [Revising the EP](#))

## **.02 Development of an Employment Plan**

The *Employment Plan* (JA-010) reflects activities that ensure the transition of the participant to employment. The Jobs case manager evaluates each participant's specific needs and applies the appropriate work activities.

Participants may begin activities or services even though an *Employment Plan* is not signed. Jobs case managers must mail an *Appointment Notice* (JB-151 English or JB-351 Spanish) to participants, allowing ten calendar days to come into the Jobs local office to sign the *Employment Plan*.

- A. The Jobs case manager must consider assigning [primary activities](#) for participants, except for the following:
  1. Teen custodial parents who have not attained a GED or high school diploma.

2. Unmarried custodial parents attending a post-secondary vocational education/training program.
- B. The Jobs case manager must consider assigning [secondary activities](#) only after the minimum hours in primary activities have been met.

### **.03 Other Employment Plan Factors**

All relevant information, which includes identified barriers to participation, is used in the development of the *Employment Plan*. (See [Referred with Barrier](#)) In addition, the following factors must be included on the *Employment Plan*:

- A. Employment goals – realistic employment goals that enable the participant to become employed at the earliest opportunity. The local labor market and characteristics of the participant must be considered when selecting an employment goal. (See [Accessing Labor Market Information](#))
- B. Work activities – activities that enable the participant to reach the employment goal and meet work participation requirements.
- C. [Jobs program services](#) and/or [community resources](#) – to enable participants to participate in work requirements.
- D. Time frames – beginning and estimated end dates for Jobs Program activities and Jobs Program and/or community resource referrals.
- E. Provider information – identifies the appropriate provider for activities, services, and payment information.
- F. Objectives – additional comments with pertinent information, e.g., barriers, skills, or abilities.
- G. Signatures – the Jobs case manager and the participant sign the *Employment Plan* to indicate mutual agreement regarding the employment goal, Jobs Program activities, Jobs Program Services, community resources, and time frames. The Jobs case manager is responsible for ensuring resources are available for implementing the *Employment Plan*.

When the participant refuses to sign the *Employment Plan*, see [Refusal to Sign the EP](#).

**.04 Revising the Employment Plan**

In some cases a revision to the *Employment Plan* may not be required. The Jobs case manager may only need to apply [reasonable judgment](#) to the situation.

- A. The Jobs case manager and participant may revise the *Employment Plan*, as necessary. Reasons that a revision to the *Employment Plan* may be necessary are the following:
  - 1. Any time a participant informs the case manager of any barriers or the case manager identifies any barriers to participation.
  - 2. Upon recompliance, when the participant has attended a Jobs Welcome Meeting within the last six months.  
(See [Recompliance, All Families Except TPEP](#))
  - 3. Any time a change in a participant's circumstances requires a change in assignment of work activities, Jobs Program Services and/or community resources.
- B. When revisions to the *Employment Plan* are necessary, the Jobs case manager completes the following:
  - 1. Revise the *Employment Plan* for a participant who has contacted The Jobs Program to request changes.
  - 2. Key and send an *Appointment Notice* (JB-151 English or JB-351 Spanish) to discuss revising/signing the *Employment Plan* to participants who meet any of the following:
    - a. Resolved all identified barriers with Jobs Program Services and/or community resources.
    - b. Informed the Jobs case manager that a barrier no longer exists.
    - c. Began recompliance.
    - d. Requested changes to the *Employment Plan* during a telephone conversation with the Jobs case manager.
- C. Revisions to the *Employment Plan* require the following:
  - 1. With red ink, strike through activities, services, or dates that are no longer applicable and add new information.
  - 2. The participant and the Jobs case manager date and initial next to the changes, or a new *Employment Plan* may be completed. Check mark and date the revision box.



3. Document the case *Progress Notes* (JA-011) with the reasons for revising the *Employment Plan*. The Jobs case manager and the participant sign and date the revised *Employment Plan*.
- D. The Jobs case manager must ensure the *Employment Plan* (NIS060) screen is updated to reflect changes to the revised *Employment Plan*.
1. When accessing the *Employment Plan*, when the participant is in a closed/sanctioned status, Jobs Program Services and/or work activity may be keyed as long as the end date is a current date or a date prior to the system date.
  2. For work activities, future dates are not accepted in JAS. When a future date is keyed on the *Employment Plan*, an edit message displays.
  3. For work activities, the case manager must access the *Employment Plan* (NIS060) screen, and change the BEGINNING and/or ENDING date, whichever is appropriate.
  4. When a change is keyed to the BEGINNING and/or ENDING Date field on the *Employment Plan* (NIS060) screen, JAS will search the Employment records for any records that match the original begin dates and automatically update any records on the *Employment* (NIS149) screen. If any records are found and updated on the NIS149 screen, JAS will display the edit **PLAN, EMPLOYMENT RECORD AND RELATED FILES ARE UPDATED**.
  5. Document community resource referrals at the field labeled **OBJECTIVES** on the *Employment Plan*. Include the name of the provider along with the date of referral. Thoroughly document the case *Progress Notes* (JA-011) to support all actions taken.

#### 407 **EMPOWER PROVISIONS AFFECTING JOBS**

EMPOWER includes provisions that deny TANF cash assistance to unmarried minor parents but allow receipt of all other cash-related Jobs Program Services. EMPOWER also limits the number of months that a family can receive TANF cash assistance. FAA staff determine eligibility for TANF cash assistance.

##### **.01 Unwed Minor Parents (Teen Parents)**

- A. Under EMPOWER provisions, unwed minor parents, under age 18, who meet TANF cash assistance income eligibility criteria, are eligible for TANF cash assistance only when they meet one of the following:
  1. They reside in the home of a parent or legal guardian.
  2. They reside in the home of an adult relative.

- B. When either of the following situations applies, the unwed minor parent is **not** eligible for a TANF cash assistance payment but may be eligible to receive Jobs Program Services.
  - 1. When the unwed minor parent lives with an adult specified relative (who is not a parent of the unwed minor parent), whose income/assets make the family ineligible for a TANF cash assistance payment.
  - 2. When the unwed minor parent lives on their own and **does not** meet FAA good cause reasons for not living in the home of a parent, legal guardian or other adult relative, and are otherwise eligible for TANF cash assistance but are ineligible for a TANF cash assistance payment.
- C. Unwed minor parents who are eligible for TANF cash assistance and/or Jobs Program services are placed on the referral file as **TP** (Teen Parent) or **TE** (Teen Parent Employed).
- D. Unwed minor parents who live with their own parent(s) whose income/resources make the family ineligible for TANF cash assistance are also **not** eligible for Jobs Program Services. Parents retain their legal responsibility to support their children including unwed minor parents.
- E. JAS indicates the unwed minor parent status with the **STATUS IN AFDC HISTORY** code **UM** on the *Client Status History* (NIS420) screen.

## **.02 Lifetime Benefit Limit (LIBL)**

Effective October 01, 2002, receipt of Cash Assistance is limited to 60 countable months. The 60 countable months are not required to be consecutive. The 60 month lifetime limit is known as the CA Lifetime Benefit Limit (LIBL).

- A. Receipt of 60 countable months LIBL applies to only the following CA participants.
  - 1. A PI who is coded IN for participation on the AZTECS SEPA screen.
  - 2. The spouse of the PI if coded IN for participation on the AZTECS SPA screen.
- B. When either the PI or the spouse of the PI has received 60 countable months of CA, unless FAA staff grants an extension, the entire budgetary unit is not eligible to receive CA.
- C. AZTECS calculates the 60 countable months during the LIBL, beginning with the first payment on or after October 01, 2002. The CODI screen in AZTECS will display each countable month and each non-countable month.

- D. FAA may approve a temporary extension of CA cash benefits when the PI, or the spouse of the PI, has 60 countable months and is unable to achieve financial self-sufficiency for the family.
  - 1. AZTECS sends a notice approximately 60 days before expiration of the 60<sup>th</sup> month to advise the PI of receipt of 60 countable months of cash benefits.
  - 2. The extension request must meet both of the following criteria:
    - a. Be in writing.
    - b. Be received within ten days from the notice mail date.
  - 3. When determining eligibility for a temporary extension, FAA staff may request information from the Jobs case manager regarding a participant's compliance with the terms of their Employment Plan or other information related to their participation in the Jobs Program.  
  
Jobs case managers will respond to the Jobs staff request for information within five working days.
- E. FAA staff determine eligibility for all extension requests within 30 calendar days after the date of receipt. Prior to the expiration of the 60th month of TANF cash assistance, FAA notifies the Jobs participant of the approval or denial of the extension request through one of the following AZTECS notices:
  - 1. *Extension Approval.*
  - 2. *Extension Denial.*

#### **408 DETERMINING TEMPORARY DEFERRALS**

Although continuous participation in the Jobs Program is required, an unavoidable circumstance may temporarily prohibit participation. During the Jobs Welcome Meeting process or at any time during participation, the Jobs case manager may determine that a participant should be temporarily deferred from participation.

##### **.01 All Families Except TPEP**

A participant is eligible for temporary deferral from participation when the participant meets any of the following:

- A. Determined to be mentally or physically incapable of engaging in work activities and/or employment.
  - 1. Disabled participants are temporarily deferred from work requirements.

2. The following may determine disability status:
    - a. A licensed physician. Licensed physicians include medical doctors, doctors of osteopathy, doctors of naturopathic medicine, chiropractors, psychiatrists, board-certified psychologists, physician's assistants, or other authorized personnel acting on the doctor's behalf. For program purposes, a licensed physician and authorized personnel acting on the doctor's behalf must be licensed to practice in the State of Arizona.
    - b. Rehabilitation Services Administration Vocational Rehabilitation, based on examinations or evaluations by a licensed physician.
    - c. The District Medical Consultant, based on medical examinations/evaluations by a licensed physician.
  3. A temporarily disabled participant's disability status must be evaluated every 30 days or when a change in their disability status is expected, whichever occurs first. Document the review in the case *Progress Notes* (JA-011).
  4. The Jobs case manager may grant a temporary deferral for minor illness or injuries, scheduled surgery, and recuperation from surgery.
- B. A victim of domestic violence whose participation in work activities may cause an immediate threat to the safety of the victim or of a child(ren) residing with the participant. The participant is allowed to define their perception of immediate threat. (See [Domestic Violence](#))
1. Victims of domestic violence are temporarily deferred from work requirements and the 60 months lifetime Benefits Limit (LIBL).
  2. The participant may be temporarily deferred for the following time frame:
    - a. The period of time that will enable the participant to safely participate in work activities.
    - b. Up to a maximum of six months per incident.
  3. Jobs case managers may grant additional deferrals in accordance with this section.

- C. Personally caring for and residing in the home of a family member who has a physical or mental disability, as verified by a licensed physician or other personnel acting on the doctors behalf. (See [Establishing Temporary Disability](#))
1. This deferral is allowed only when no other suitable member of the household is available or able to provide care.
  2. Persons caring for a disabled family member are temporarily deferred from work requirements and the 60 months lifetime Benefits Limit (LIBL).
- D. Pregnant participants will be deferred due to their pregnancy when the following applies. The Jobs case manager will update JAS with the **50-54** (Temporary deferral/Deferred due to pregnancy) status and reason codes.
1. The pregnancy is in the 3<sup>rd</sup> trimester.
  2. The pregnancy is verified medically at risk. See [Establishing Temporary Disability](#).
  3. Participation in Jobs Program activities could cause the pregnancy to become medically at risk. See [Establishing Temporary Disability](#).
- E. A parent or relative/caretaker who personally provides care for a child under age one year. This temporary deferral cannot exceed 12 months in the participant's lifetime. Temporary deferrals for unmarried teen custodial parents under age 18, who do not have a high school diploma or GED, is limited; the deferral is given only when the unmarried teen custodial parent is providing care for a child under 12 weeks of age.
1. FAA child under one counter
    - a. All months that a participant has a child under age one and has received TANF cash assistance count toward the 60-month Lifetime Benefit Limit counter in AZTECS.
    - b. The CODI screen in AZTECS is for informational purposes only and must not be used as verification or as an indicator when determining the months the participant is temporarily deferred from The Jobs Program participation.
  2. Jobs child under age one counter
    - a. It is the responsibility of the Jobs case manager to track the number of months the participant receives the temporary deferral when the deferral is due to having a child under age one.

- b. The Jobs counter for this deferral begins when the Jobs case manager determines that the participant is eligible to receive the deferral and places that participant in either an **01-56** (Pending initial interview/Deferred parent/Caretaker with ch under 1 yr) or **50-56** (Temporary deferral/ Deferred parent/caretaker with ch under 1 yr).
- c. Once the counter has started, the case manager must continue to monitor the status and remove the participant from deferral status when any of the following criteria applies:
  - (1) The participant exhausts the 12-month lifetime limit for this deferral.
  - (2) The participant's child turns one year of age.
  - (3) The participant chooses to participate in the Jobs Program.
- 3. Parents/caretakers eligible for this temporary deferral may be selected to participate in the Jobs Program and choose not to participate. (See [Determination Process](#) for processing these participants)
- 4. The Jobs case manager must document the deferral period in the case record.

## **.02 Determination Process**

The Jobs case manager reviews a participant's situation when there are circumstances that warrant a temporary deferral from the Jobs Program participation.

- A. When a potential deferral is identified, the Jobs case manager must review the temporary deferral reasons listed in the preceding sections to determine whether the participant may be temporarily deferred.
- B. The Jobs case manager must request that the participant provide verification to substantiate their deferral eligibility. The participant must provide proof for deferrals due to disability within the time frames specified in [Determining Disability](#); however, the Jobs case manager **must** assist the participant in obtaining verification when assistance is requested or when the participant has already provided verification to another DES entity, e.g., FAA.
- C. The Jobs case manager determines the length of the deferral period.

1. JAS defaults to a 30-day end date unless the Jobs case manager keys a different date in the **DEFERRAL END DATE** field on the *Status Change* (NIS310) screen.
  - a. Upon keying a different date in the **DEFERRAL END DATE** field, JAS displays that date.
  - b. The deferral end date must not exceed 12 calendar months.
  - c. Upon reaching the deferral end date, JAS generates an *End of Deferred Period* alert.
2. The Jobs case manager must update JAS with one of the following status and reason codes to denote the temporary deferral status and record in the case *Progress Notes* (JA-011). Status and reason codes are as follows:
  - a. For all families, except TPEP, the following status and reason codes apply:
    - (1) **50-02** – Temporary deferral/Child six years or older, child care unsuitable, unaffordable, unavailable.
    - (2) **50-03** – Temporary deferral/Child under six years, child care unsuitable, unaffordable, unavailable.
    - (3) **50-51** – Temporary deferral/Deferred due to domestic violence.
    - (4) **50-52** - Temporary deferral/Deferred due to disability.
    - (5) **50-53** - Temporary deferral/Deferred due to caretaker of disabled family member.
    - (6) **50-54** - Temporary deferral/Deferred due to pregnancy exceeding three months.
    - (7) **50-55** - Temporary deferral/Deferred teen parent with child under 12 weeks.
    - (8) **50-56** - Temporary deferral/Deferred parent/caretaker with child under one year. (Use when initial interview has been completed)
    - (9) **01-56** – Pending initial interview/Deferred parent/caretaker with child under one year. (Use when initial interview has not been completed)

3. When a **50-52** (Temporary deferral/Deferred due to disability) status-reason code is keyed on the *Status Change* (NIS310) screen, one of the following codes **must** be keyed in the **DEFERRAL TYPE** field:
  - a. **SS** - Applied for Social Security Benefits.
  - b. **ST** - Short Term Disability (six months or less).
  - c. **LT** - Long Term Disability (greater than six months).
- D. The Jobs case manager informs the participant whether the participant meets temporary deferral criteria, the length of the deferral period when temporarily deferred, and the participant's participation/deferral status.
- E. The Jobs case manager continues to monitor a deferred participant's situation every 30 days to determine whether circumstances have changed and the temporary deferral can no longer be granted.
- F. Participants not determined eligible for a temporary deferral are required to begin or resume participation. The Jobs case manager must revise the *Employment Plan* (NIS060) screen, when applicable, when the deferral period has ended.
- G. The Jobs case manager must revise the *Employment Plan* screen when the participant is eligible for temporary deferral status but wishes to begin or continue participating in the Jobs Program. The participant remains in deferred status when the participation hours are fewer than the minimum required.
- H. A parent/caretaker who is deferred based on the care of a child under age one may be selected to participate in the Jobs Program. When this participant chooses not to report to the Jobs local office, the Jobs case manager completes the following:
  1. Encourage the participant to report to the Jobs local office by advising him or her of the benefits of participating in Jobs.  
(See [Referral and Selection](#))
  2. Temporarily defer the participant, without developing an *Employment Plan*. Do not require the participant to report to the Jobs local office when the participant meets both of the following:
    - a. Has not exhausted the 12-month lifetime limit.
    - b. Still chooses not to participate in Jobs Program activities.



3.    Take the following actions:
  - a.    Register the participant by telephone and assign a caseworker.
  - b.    Update JAS with status and reason code **01-56** (Pending initial interview/Deferred parent/caretaker with child under one year). This status reason code sends an automatic alert for follow-up in 30 days. Review the case every 30 days.
  - c.    Schedule a Jobs Welcome Meeting interview in the Jobs local office with the participant to begin Jobs Program participation when the earliest of the following occurs:
    - (1)    The participant exhausts the 12-month lifetime limit for this deferral.
    - (2)    The participant's child turns one year of age.
    - (3)    The participant chooses to participate in Jobs Program activities.

## **409    DETERMINING DISABILITY**

Disabilities vary widely in terms of type, length, onset, impact on physical and mental capabilities, and other factors. Jobs case managers must follow procedures in this section to establish whether there is a basis to temporarily defer the participant from work participation. The Jobs case manager must provide assistance, and any other reasonable accommodations that allow participants who have a disability to participate in and understand the Jobs Program activities.

### **.01    Disability Verification**

Jobs case managers must assist the participant in obtaining disability verification when any of the following occurs:

- A.    The participant requests assistance or indicates a need.
- B.    The participant has difficulty obtaining the documentation needed, or obtaining it on a timely basis.
- C.    The participant needs access to the following to secure the documentation requested:
  1.    A telephone with which to request the information.
  2.    Transportation.
  3.    Child care.
  4.    A fax machine.

**.02 Establishing Temporary Disability**

- A. Participants must comply with work requirements when they are able to do so. Interruptions in participation must be as short as possible. When the participant claims a temporary disability (six months or less), the Jobs case manager completes the following:
1. Request that the participant provide documentation to substantiate their claim of disability within ten calendar days. This documentation may be available from FAA staff.
- NOTE: The Jobs case manager must contact FAA staff to obtain a copy of the disability verification when the participant identifies a statement was provided to an FAA staff member.
2. Record the assessment activity on the *Employment Plan* (NIS060) screen.
  3. Change the Jobs case status and reason code to **01-26** (Pending initial interview/Additional information required) or **24-26** (Pending/Additional information required).
- B. Participants who need to be present in the home to care for a family member who has a physical or mental disability and no other member of the household is available, or suitable, to provide the care, must provide a statement to the Jobs case manager within 15 calendar days from the date of the request. Due to difficulty in obtaining information for others, when the participant is obtaining information for a family member, allow a 15-day time frame.
1. The statement provided must be obtained from a licensed physician or other personnel acting on the doctor's behalf.
  2. Grant an extension when the participant has requested a statement and is unable to obtain it within the 15-day time frame.
- C. The following is included in acceptable medical documentation.
1. A written disability statement by a licensed physician or other personnel acting on the doctor's behalf.
- The disability statement must indicate the participant is unable to, or is very limited in their ability to, engage in employment or Jobs Program activities due to a physical or mental condition.
- a. Physician's statements to determine temporary deferrals for disability must include the following:
    - (1) Employment limitations, including the extent and duration of any limitations.

- (2) A specified period of disability.
  - (3) A prognosis for recovery.
  - (4) A statement of any reasonable accommodations that would enable the participant to work or participate.
  - (5) The date re-examination or re-evaluation is recommended.
2. When medical statements do not contain conclusive information, the Jobs case manager may request additional information from a physician by using the *Request For Medical Information* (JA-048). The Jobs case manager completes the following:
  - a. When additional information is being requested for the participant, have the participant sign the **Authorization to Disclose Information** portion of the *Request For Medical Information*.
  - b. When additional information is being requested for a family member and the participant is the parent or guardian, have the participant sign the **Parent or Guardian's Signature** portion of the *Request For Medical Information*.
  - c. Send the *Request For Medical Information*, signed by the participant, to the physician requesting the **Medical Determination** portion of the *Request For Medical Information* be completed.
  - d. Prepare an *Expense Voucher and Requisition* (JA-014) and send it to the respective physician.
  - e. Give the participant ten calendar days to return the *Request For Medical Information* with a response for the requested information and the physician's signature.
3. When medical statements do not contain conclusive information and the participant is claiming a disability, the Jobs case manager must request a consultation with a Vocational Rehabilitation disability consultant for a determination. (See [Vocational Rehabilitation Consultations](#))

### **.03 Establishing Short Term Disability**

When the verification supports a temporary short term (six months or less and not ongoing) disability, the Jobs case manager must not request a Vocational Rehabilitation disability consultation.

- A. When the participant **cannot** participate in Jobs Program activities at this time, the Jobs case manager must update the status and reason codes to **50-52** (Temporary deferral/Deferred due to disability).
- B. When the participant is employable, Jobs case managers must consider that in some cases, participants and/or their child(ren) may have disabilities or limitations. Special accommodations may be required for these participants to participate in Jobs Program activities. When applicable, the Jobs case manager completes the following:
  - 1. Discuss the proposed changes with the participant and modify the *Employment Plan* (NIS060) screen with reasonable placement/work activities based on the limitations of the participant.
  - 2. Take into consideration the participant's and/or their child(ren)'s limitations and special needs when assigning work activities.
  - 3. Assist the participant with any reasonable accommodations to enable them to participate using Jobs Program Services or community resources. (e.g., assistance with special transportation needs, making home visits, etc.)
- C. When the participant becomes employed and then loses their job because of the repeated absences relating to the disability or need to leave work to care for a child with a disability, the participant is **not** subject to sanctioning. The Jobs case manager completes the following:
  - 1. Reassess the *Employment Plan* to meet the participant's needs.
  - 2. Provide available Jobs Program Services.
  - 4. Utilize community resources that can assist the participant or child in obtaining the services needed to overcome the barriers to employment.

#### **.04 Establishing Long Term Disability**

A consultation with a Vocational Rehabilitation disability consultant is required of all participants who claim a disability that is anticipated to last over six months, whether verified or not.

#### **.05 Vocational Rehabilitation Consultations**

A Memorandum of Understanding (MOU) has been established between the Rehabilitation Services Administration and the Jobs Program. The purpose of the MOU is to allow consultation with Vocational Rehabilitation for determinations of a participant's ability to work.

- A. When a participant claims to have a long term disability (over six months), whether verified or not, the Jobs case manager completes the following:

1. Not refer participants to Vocational Rehabilitation when the disability claim is substance abuse.  
(See [Substance Abuse Rehabilitation Services](#))
2. Request a consultation with a Vocational Rehabilitation disability consultant.
3. Submit a Vocational Rehabilitation Consultation Packet to Vocational Rehabilitation containing the following:
  - a. *Jobs Referral to Vocational Rehabilitation* (JOB-1026A).
  - b. *Request For Medical Information* (JA-048).
4. Include the following additional items when they are available:
  - a. Medical records, reports, and information currently available from the participant.
  - b. Copies of case *Progress Notes* (JA-011) made during the initial interview that specifically relate to the participant's disability statements and Jobs case manager observations regarding the disability and limitations.
  - c. Any other relevant documentation and information (*Case Manager Screening Guide* (JOB-1091A), etc.).
5. Key **VRR** (Vocational Rehabilitation Referral) on the *Employment Plan* (NIS060) screen in the **ACTV/SRVCS** field as a service.
6. Place a copy of all information forwarded to Vocational Rehabilitation in the case record.

- B. When Vocational Rehabilitation receives the documentation, Vocational Rehabilitation schedules an appointment with the participant within seven calendar days of receipt of the consultation packet. The Vocational Rehabilitation disability consultant reviews the documentation provided by Jobs staff within 30 calendar days from the date of the request for a consultation. When Vocational Rehabilitation determines the medical information provided is not adequate to make a determination, a request for an additional medical examination by another physician may be made.

NOTE: When the participant fails to provide additional information, appear for the consultation, complete the necessary forms, complete testing, etc., and the Jobs case manager does not have enough information to validate the deferral, the participant's case must be placed in pending status, **01-26** (Pending initial interview/Additional information required) or **24-26** (Pending/Additional information required) and reassessed for continuing deferral by the Jobs case manager.

- C. The Vocational Rehabilitation disability consultant utilizes Jobs Program contracts for assessment services (Behavioral, Educational, Psychological, and Vocational). The disability specialist may directly refer participants by using the *Referral to Provider* (JA-006 English or JA-006-S Spanish). The disability consultant provides a copy of the referral to the contractor, the participant, and the Jobs case manager within two workdays. The contractor must submit all billings to their assigned Jobs Program Contract Specialist. The Jobs case manager must update the *Employment Plan* (NIS060) screen in JAS.
- D. When payment is required for various medical evaluation services (including payment for release of additional medical records), the Vocational Rehabilitation disability consultant determines the service(s) needed and SYSMs the Jobs case manager with information required to complete the *Jobs Expense Voucher and Requisition* (JA-014). The Jobs case manager prepares and sends a *Jobs Expense Voucher and Requisition* to the relevant doctor. Copies are provided to the participant and the Vocational Rehabilitation disability consultant. The Jobs case manager updates the *Employment Plan* (NIS060) screen in JAS.
- E. The Vocational Rehabilitation disability consultant reports to the Jobs case manager, in writing, as soon as possible but no later than 60-days from the date of the consultation request. The report includes information regarding whether the participant is disabled and to what extent the participant can participate. The information regarding the participant is provided on the *Referral to Vocational Rehabilitation* (JOB-1026A). The Jobs case manager must place a copy of this form in the participant's Jobs case record.

NOTE: When the participant has a verified disability, but refuses to allow further consultation to determine the extent to which they can participate, the Jobs case manager must place the participant's case in pending status, **01-26** (Pending initial interview/Additional information required) or **24-26** (Pending/Additional information required) and reassesses for continuing deferral.

#### **.06 Vocational Rehabilitation Disability Determination**

When Vocational Rehabilitation determines that a Jobs participant is totally disabled in terms of employability, the Vocational Rehabilitation disability consultant notifies the Jobs case manager in writing within two workdays using the *Referral to Vocational Rehabilitation* (JOB-1026A).

- A. The Vocational Rehabilitation disability consultant assists the participant with an application for Retirement Survivors Disability Insurance (RSDI) or Supplemental Security Insurance (SSI) benefits.

- B. When the participant is subsequently denied RSDI or SSI benefits, the Vocational Rehabilitation disability consultant further assists the participant by referring the participant to one of two client advocacy groups.
- C. The Jobs case manager completes the following:
  - 1. Determine whether the participant has applied for RSDI or SSI. When the participant has applied, change the Jobs case status and reason codes to **50-52** (Temporary deferral/Deferred due to disability) on the *Status Change* (NIS310) screen. Key **SS** in the **DEFERRAL TYPE** field.
  - 2. Notify FAA staff and close the Jobs case with the appropriate status and reason code when the participant receives RSDI or SSI.

NOTE: The RSDI payment may not be substantial enough to cause income ineligibility for TANF cash assistance.
  - 3. Document the case *Progress Notes* (JA-011).

**.07 Partial Disability Determination: Jobs Participants Who Are Employable with Reasonable Accommodations**

- A. The Vocational Rehabilitation disability consultant determines whether continuation in Jobs Program activities with reasonable accommodations is warranted or whether a referral to Vocational Rehabilitation is appropriate.
- B. The disability consultant notifies the Jobs case manager with recommendations about the participant continuing in the Jobs Program via the *Referral to Vocational Rehabilitation* (JOB-1026A).
- C. When the disability consultant has determined that Vocational Rehabilitation services are appropriate, the Vocational Rehabilitation disability consultant completes the following:
  - 1. Schedule an appointment with the participant to discuss applying for Vocational Rehabilitation services. When the participant refuses Vocational Rehabilitation services, the participant is required to participate in the Jobs Program.

NOTE: See [Issue Resolution](#) when the participant feels that the request to participate is unreasonable or unfair.
  - 2. Contact the Jobs case manager with the outcome of the appointment via the *Referral to Vocational Rehabilitation*.

- D. In some cases, participants and/or their child(ren) may have disabilities or limitations that require special accommodations for the participant or the child of the participant so compliance with Jobs Program activities may begin. When the disability consultant has determined that the participant can continue in Jobs Program activities with identified accommodations, the Jobs case manager completes the following:
  - 1. Discuss the proposed changes with the participant and modify the *Employment Plan* (NIS060) screen with the approved [work activities](#).
  - 2. Take into consideration the participant's and/or their child(ren)'s limitations and special needs when assigning work activities.
  - 3. Assist the participant with any reasonable accommodations to enable them to participate using [Jobs Program Services](#) or [community resources](#) (e.g., assistance with special transportation needs, making home visits, etc).
- E. The Vocational Rehabilitation consultant and Jobs case manager work together to determine which Jobs Program Services will be provided by Vocational Rehabilitation and/or the Jobs Program when the participant chooses to accept Vocational Rehabilitation services and continue with Jobs Program Services.

#### **.08 Monitoring Requirements**

The Vocational Rehabilitation disability consultant is responsible for reporting all new and ongoing work activities and services provided to a Jobs participant who is referred to Vocational Rehabilitation for the entire deferral time frame specified.

- A. The Vocational Rehabilitation counselor is responsible for providing Jobs case managers with the following:
  - 1. The *Vocational Rehabilitation Monthly Tracking Report*. The report is submitted by the fifth workday of each month to the Jobs Central Office and to the Regional Program Managers.
  - 2. Additional information deemed necessary for coordination of services.
- B. The Jobs case manager is responsible for monitoring, documenting and ensuring correct Jobs Policy application for all activities utilized for Vocational Rehabilitation referrals and participants.



**.09 District Medical Consultant (DMC) Determinations**

The Jobs case manager provides all pertinent information regarding the participant's claim of disability to the District Medical Consultant (DMC) when the validity of the participant's claim of short-term disability (six months or less) or limitations cannot be verified. The Jobs case manager must make every effort to obtain conclusive verification prior to submitting the request to the DMC. The DMC makes a determination based on the medical information, reports and evaluations provided by the Jobs case manager; the DMC does not complete a medical examination of the participant.

- A. The Jobs case manager completes the *Employability Data* (FA-191) and the appropriate sections of the *District Medical Consultant (DMC) Certification of Unemployability* (FA-192) and forwards the forms to the DMC with originals of all medical reports.
- B. Place a copy of all information forwarded to the DMC in the Jobs case record. The Jobs case manager must contact the local FAA office for a current listing of DMC's.
- C. When the DMC determines the medical information provided is not adequate to make a disability determination, the DMC may authorize a medical examination by another licensed general or medical specialist physician. The DMC notifies the Jobs case manager of the need for an additional medical examination using the *District Medical Consultant (DMC) Certification of Unemployability* (FA-192).
  - 1. The Jobs case manager may schedule a medical appointment for a participant who has been referred to a physician by the DMC to establish medical disability.
  - 2. The Jobs case manager must give or send the participant an *Authorization for Medical Evaluation* (FA-194). The form advises the participant of the time, date and place of the appointment and that failing to appear for the appointment without good cause will result in the denial of a temporary deferral. The form also advises of the possibility of sanctioning or withholding the participant's TANF cash assistance payment.
  - 3. The Jobs case manager may need to complete an *Expense Voucher and Requisition* (JA-014) to pay for an additional physician examination. (See [Jobs Program Services](#))
  - 4. The Jobs case manager sends the examining physician a *General Medical Evaluation* (FA-193).
- D. The Jobs case manager must send the DMC the original *Employability Data* (FA-191), the *District Medical Consultant (DMC) Certification of Unemployability* and all new medical information from the additional examination. The DMC utilizes all information for assessing the participant's employability and participation ability.

- E. The DMC makes a determination upon receipt of the new medical information.
- F. The DMC records the findings and determination of medical disability on the *District Medical Consultant (DMC) Certification of Unemployability* and returns it to the Jobs case manager.

### **.10 Employment Plan (EP) Based on Disability Determination**

The Jobs case manager uses written expert opinions obtained from Vocational Rehabilitation staff, the DMC, and physicians when making a disability determination and revising the *Employment Plan*. (See [Determination Process](#))

NOTE: See [Issue Resolution](#) when the participant feels that the determination is unreasonable or unfair.

- A. The weekly participation hourly requirement must be reduced in the *Employment Plan* (NIS060) screen in JAS to the number of hours recommended by the physician or Vocational Rehabilitation disability consultant when the determination indicates the participant cannot participate the minimum number of required hours per week in primary work activities. (See [Scheduling and Recording Participation Hours](#))
- B. The Jobs case manager must document the case *Progress Notes* (JA-011) with information regarding why the participant's hours of participation do not meet the work requirements.

## **410 DOMESTIC VIOLENCE**

For participants currently experiencing domestic violence, the threat of violence may prevent them from participating in the Jobs Program. The Jobs case manager must treat all claims of domestic violence as valid and act immediately to determine whether a temporary deferral is needed.

### **.01 Identifying Domestic Violence**

Domestic violence may be identified through one or both of the following:

- A. The *Case Management Screening Guide* (JOB-1091A English or JOB-1091S Spanish).
- B. Participants may identify themselves or their child(ren) as victims of domestic violence or the existence of such a situation at any time. The participant may inform the Jobs case manager of any of the following occurrences:
  - 1. Acts that resulted in an immediate threat of physical injury to the participant and/or the participant's child(ren). The participant must be allowed to define their perception of immediate threat.
  - 2. Sexual abuse.

3. Sexual activity involving a child.
4. Nonconsensual sexual acts or activities.
5. Threats of, or attempts to commit, physical or sexual abuse.
6. Mental abuse.
7. Neglect or deprivation of medical care or daily living necessities (such as being forced to sleep outside; being locked out of the home; or other similar circumstances).
8. Stalking.

## **.02 Determinations**

The Jobs case manager must evaluate all claims of domestic violence to determine whether the participant should be temporarily deferred. Participants may be temporarily deferred from Jobs participation for up to six months per incident. To substantiate claims of domestic violence, the Jobs case manager completes the following:

- A. Request that the participant provide verification of the domestic violence. (See [Domestic Violence Verification](#) for verification methods)
- B. Determine whether the circumstances prevent the participant from participating and/or discuss with the participant the circumstances that may indicate current occurrences of domestic violence and the impact on the participant's ability to safely participate in the Jobs Program.

## **.03 Domestic Violence Verification**

When needed, the Jobs case manager must provide assistance in obtaining verification. Examples of verification may include, but are not limited to, the following:

- A. Declarative statements from the participant. The participant must be allowed to define their perception of immediate threat.
  1. Declarative statements may be the only method a participant claiming domestic violence has of providing verification, even though other methods may be available.
  2. The Jobs case manager must use [reasonable judgment](#) when the participant indicates providing other verification will endanger the participant's or family's safety.
- B. Police reports.
- C. Court records.

- D.     Medical records.
- E.     Physical evidence of domestic violence.
- F.     Documentation from shelter staff, an attorney, clergy, medical or other professional from whom the participant has sought assistance in dealing with domestic violence.
- G.     Statement from DES Child Protective Services staff who has substantiating evidence that domestic violence exists within the participant's home and is having an adverse effect on the participant.
- H.     Other corroborating evidence, such as statements from other individuals with knowledge of the circumstances that provide the basis for the claim.
- I.     Other documentation, which could include news stories from television, newspapers, or radio.

**.04    Temporarily Deferring the Participant**

Once the Jobs case manager has determined that a participant is eligible to be temporarily deferred, they must follow procedures outlined in [Determination Process](#).

**ACCESSING ONE-STOP EMPLOYMENT AND WORKFORCE INFORMATION SERVICES SYSTEM**

The following may be used to access labor market information when developing employment goals for the *Employment Plan*.

**ADES Research Administration Publications**

- Employer Wage Surveys
- Labor Market Information Directory
- Major Employers Guide
- Arizona's Workforce (newsletter)
- Arizona Economic Trends
- Occupational Employment Forecast
- Job Bank Wages
- Occupational Information System (database)

**ADES Employment Administration (Job Employment Service and Unemployment Insurance)**

- Job Bank Listings
- Arizona Professional Employee Network (ASPEN)
- Access to the following systems:
- Occupation Information System (OIS)
- Internet Capability
- Automated One-Stop Employment and Workforce Information Services System

**Local/National Publications**

- Newspapers
- Business Magazines
- Trade Publications

**Public Libraries**

- Manufacturer's Directory

**Chambers of Commerce**

- Employer Membership Lists

**Federal Bureau of Labor Statistics**

**ARIZONA JOBS PROGRAM****PROGRAM INSTRUCTIONS: DES 2-10.500****SUBJECT: WORK ACTIVITIES****500 WORK ACTIVITIES**

This section describes Jobs Program work activities and provides criteria to be used in making assignments. All work activities must focus on employment of the participant at the earliest possible opportunity. Unsubsidized employment is the first consideration. Federal law specifies work activities that count for TANF block grant funding purposes.

Unless otherwise specified, all policy and procedures apply to all families.

Arizona's EMPOWER Program provides for work activity priorities. All Jobs Program work activities are a part of the work program model. Work Activities must be assigned as outlined in the [Employment Plan \(EP\)](#). See [Participation](#)

All Jobs work activities must be monitored as outlined in [Monitoring Activities](#).

**501 ONE-STOP EMPLOYMENT AND WORKFORCE INFORMATION SERVICES SYSTEM**

The Jobs case manager must register all employment-focused participants for potential employment matching through the One-Stop Employment and Workforce Information Services System utilizing the Virtual Onestop System (VOS) during the initial interview or when revising the Employment Plan for a participant who will be employment focused.

Participants in the following program or work activities must be registered through the One-Stop Employment and Workforce Information Services System utilizing the Virtual One-Stop System (VOS):

- Unpaid Work Experience (UWE)
- ALL Job Search Components (i.e. looking for work; motivational sessions)
- Within one month or less from completing any Training / Educational Component.
- Food Stamp Employment and Training (FS E&T) Program.

Once the participant is registered, the Jobs case manager will document the case *Progress Notes* (JA-010) with the action taken.

**502 PRIMARY AND SECONDARY WORK ACTIVITIES**

Jobs Program work activities are either primary or secondary activities.

**.01 Primary Activities**

Primary activities count toward the Work Participation rate for any month the individual participates in acceptable activities for at least the minimum required participation hours. Each participant will be assigned to Primary Activities for at least the minimal requirement **prior** to assigning Secondary Activities. (See [Participation](#)) Assignments may be made to a single primary activity or a combination of primary activities as needed to meet participation requirements.

**A. Primary Activity Requirements**

In addition to counting toward the federal work participation rate, primary activities are required to provide steps toward unsubsidized employment, which is the goal for all participants.

**B. Types of Primary Activities**

The following seven (7) activities are federally mandated and are countable toward the work participation rate:

- [Unsubsidized Employment](#)
- [Subsidized Employment](#)
- [Unpaid Work Experience](#)
- [On-the job training](#)
- [Job Search/Job Readiness Assistance](#)
- [Community Service Programs](#)
- [Vocational Educational Training](#)

**C. Alternatives to Unsubsidized Employment**

When participants cannot be placed in unsubsidized employment immediately, assign the following activities in the priority order as listed:

1. [Job search.](#)
2. [Subsidized employment.](#)
3. [On-the-job training.](#)
4. [Unpaid work experience.](#)

**.02 Secondary Activities**

Secondary activities **do not** count toward the federal work participation rate and may be engaged in only after completion of the required hours in primary activities. The following are secondary activities:

- A. Job skills training.
- B. Education directly related to employment.

- C. Satisfactory attendance at secondary school or in a course of study leading to a certificate of general equivalence (GED).

### 503 JOB SEARCH

A combination of Job Search counts as a primary activity for no more than four consecutive weeks out of an allowable six-week period in a [Federal Fiscal Year](#).

#### .01 Job Search

Job search is a structured activity in which participants are required to actively seek employment by identifying employment opportunities, applying for employment, and participating in employment interviews.

##### A. Assignment Criteria

Participants who meet the following criteria must be assigned to job search:

1. Participants with a recent work history and current job skills.
2. Others who need to test the labor market.

##### B. Job Search Plan

The Jobs case manager must complete the *Job Search Plan* (JA-081 English or JA-081-S Spanish) with the participant, outlining assigned job search activities for at least five days per week. When the participant does not participate according to the plan, see [Sanctioning and Withholding](#). The *Job Search Plan* must include the following:

1. Job search activities the participant is expected to complete.
  - a. The Jobs case manager must assign the number of in-person employer contacts to be made and recorded weekly on the *Employer Contact Record* (JA-018 English or JA-018-S Spanish) to result in required participation hours.
  - b. The number of contacts may vary from area to area and is determined by the Jobs case manager. The number may be based on the local economy, labor market, and other similar considerations.
2. Time frames for their completion. All time frames assigned are based on limitations on job search activities as outlined in [Job Search Limitations](#).
3. Instructions regarding reporting activities and results to the Jobs case manager. The Jobs case manager must give the participant an *Employer Contact Record* (JA-018 English or JA-018-S Spanish) and provide instructions on its completion.



## C. Job Search Activities

Job search consists of activities expected to result in a successful search for employment. Job search activities include the following:

1. In-person employer contacts. (See [Job Search Plan](#))
2. Job Service orientation/registration.
  - a. The Jobs case manager or Employment Security Section staff may register the participant with Job Service for employment services through the One-Stop Employment and Workforce Information Services System utilizing the Virtual Onestop System (VOS).
  - b. Job Service may make other Department of Labor programs or employment incentives available to the participant and/or potential employers. (See [Employment Incentives](#))
3. Telephone search.

Participants may use resources at the Jobs local office to telephone search.
4. Job clubs.

Participants meet for job clubs, at the discretion of the Jobs case manager, to share experiences, successes and job leads. Employers may be present to accept applications and interview prospective employees.

## D. Job Search Limitations

Job Search activities count as a primary activity for no more than four consecutive weeks out of an allowable six-week period in a [Federal Fiscal Year](#). These activities are subject to the following limitations:

1. Participants must participate in job search activities a minimum of five calendar days for [at least 30 hours as required in primary activities](#) within a calendar week. A calendar week is seven consecutive days beginning on Saturday.
2. Only one calendar week of job search may be counted as a primary activity when the participant participated for only three or four days in one week.
  - a. When one partial week (three to four days) of job search activity has been counted for a participant, no further partial weeks count for the calendar year toward the required hours in primary activities.

- b. When the participant only participates in job search for one or two days in a week, these hours do not count as a week of primary activity, and none of such hours count toward the required hours in primary activities.

## **.02 Job Search Monitoring**

Job Search must be monitored weekly, utilizing the *Employer Contact Record* (JA-018 English or JA-018-S Spanish) and *Weekly Time and TRE Report* (JA-012 English or JA-012-S Spanish) to determine compliance with the *Job Search Plan* (JA-081 English or JA-081-S Spanish).

Do not use the *Participant Progress Report* (JA-017 English or JA-017-S Spanish) to monitor job search.

Job Search must be monitored by the Jobs case manager.

1. Review the *Employer Contact Record* and compare the employer contacts recorded on it with the activities assigned on the *Job Search Plan* to determine whether the participant is making the required employer contacts and/or completing other job search activities as assigned.
2. Only verify employer contacts when there is a reason to believe the participant may be falsifying contacts listed on the *Employer Contact Record*.
3. Furnish the participant a new *Employer Contact Record* and schedule the next weekly review when the participant's *Job Search Plan* outlines continuing assigned job search activities.

## **504 JOB PLACEMENT**

Jobs case managers are responsible for recording job placements of its participants. The Jobs case manager must determine whether the employment meets the criteria for a placement.

### **.01 Placement Criteria**

**Any** employment is considered a placement when it meets the following criteria:

- A. The participant received TANF cash assistance during the month of hire.
- B. At the time of hire, the participant was coded IN on the Setup Participation (SEPA) screen on AZTECS.
- C. The participant was a mandatory Jobs participant at the time of hire.

### **.02 Identifying Placements**

To identify a placement, the Jobs case manager completes the following:

- A. Review the Work Registration (WORW) screen in AZTECS to determine whether the individual is a Jobs participant. One of the following codes should display next to the participant:
1. **CH** Caretaker of Child Under Age One.
  2. **EM** Employed/Self Employed.
  3. **RB** Referred Barrier.
  4. **RM** Referred Mandatory.
  5. **RP** Referred TANF Refugee.
  6. **SA** Sanction 100%.
  7. **TE** Teen Parent Employed.
  8. **TP** Teen Parent.
- B. Review the AFDC Issuance History (AFIH) screen in AZTECS to determine whether the participant received TANF cash assistance during the month he or she was hired.
- C. Contact the employer and complete the *Participant Message Intake* (JOB-1051-A) to document employment information such as the following:
1. Employer/Company Name.
  2. Telephone Number.
  3. Employer/Company Address.
  4. Job Title.
  5. Supervisor's Name.
  6. New Hire (yes or no).
  7. Hire Date.
  8. Termination Date (when applicable).
  9. Number of Hours Worked per Week.
  10. Hourly Wage.
  11. Medical Benefits (yes or no).
  12. Date of First Paycheck.

13. Name of Person Verifying Employment.
14. Date Verified.

NOTE: Before contacting the employer, the Jobs case manager must have the participant complete a *Release of Information* (JA-037).

### **.03 Accessing and Completing the Employment (NIS150) Screen**

When the employment information has been obtained from the participant and/or employer, the Jobs case manager must complete the *Employment (NIS150)* screen.

- A. To access the *Employment* screen, the Jobs case manager must do the following:
  1. Type an **X** in the **ADD NEW EMPLOYER** field on the *Employment List* (NIS149) screen.
  2. JAS will search for one of the following countable work activity codes on the *Employment Plan* or the *Case Plan History* screens:
    - a. EMP (unsubsidized EMPloyment)
    - b. OJT (On-the-Job Training)
    - c. STR (JobStaRT)
    - d. UWE (Unpaid Work Experience)
    - e. CSP (Community Service Program)
  3. When at least one of the listed work activity codes is displayed on either the *Employment Plan* (NIS060) screen or *Case Plan History* (NIS430) screen, staff will be able to access the *Employment* (NIS150) screen to key the new employment information.
  4. When a countable work activity code is **not** found on either the *Employment Plan* (NIS060) screen or the *Case Plan History* (NIS430) screen, the following edit displays:

ACTIVITY NOT ON EP OR CASE PLAN HISTORY
- B. Upon gaining access to the *Employment* screen, the Jobs case manager completes the following fields:
  1. **PUBLIC** = Key a **Y** when the employment is in the public sector, key an **N** when the employment is in the private sector.

2. **EMPLOYER = Name** of the employer.

When the participant is employed through a temporary agency, the Jobs case manager must key the name, address, and telephone number of the temporary agency. Do **not** key the name of the employer for whom the participant is actually working.

3. **STREET = Address** of the employer.

4. **CITY, ZIP, TELEPHONE NUMBER** = City, zip, and telephone number of the employer.

5. **TYPE OF EMPT** = The type of employment. Press **F1** for a complete list of codes.

- a. For unsubsidized employment, key the appropriate code from the following list of unsubsidized employment type codes:

- (1) AE (Already Employed at registration).
- (2) OE (Original Employment).
- (3) PR (PeRmanent Employment – at least 30 days).
- (4) TE (Temporary Employment – less than 30 days).
- (5) PJ (Permanent hire from OJT).
- (6) WS (Work Study).

- b. When keying unsubsidized employment, both of the following conditions must occur:

- (1) The activity of Employment (EMP) must display on either the Employment Plan (NIS060) screen or the Case Plan History (NIS430) screen.
- (2) The 'PLN BEG DT' (plan begin date) and the 'PLN END DT' (plan end date) fields on the Employment (NIS150) screen must match the BEGINNING DATE and ENDING DATE fields on either the Employment Plan (NIS060) screen or the Case Plan History (NIS430) screen.

- c. When one of the [unsubsidized employment codes](#) is keyed into the **TYPE OF EMPT** field, JAS checks for activity code and the plan begin and end dates:

- (1) When the 'PLN BEG DATE' and "PLN END DT" fields match the BEGINNING DATE and ENDING DATE, the screen will process and the following edit will display on the Case Management submenu:

EMPLOYMENT INFO SUCCESSFULLY PROCESSED

- (2) When the 'PLN BEG DT' and/or 'PLN END DT' do not match, the following edit displays:

NO ACTIVITIES ON PLAN OR CASE PLAN HIST WITH THESE DATES

- (3) When the 'PLN BEG DT' field on the Employment (NIS150) screen does not match the BEGINNING DATE field on either the Employment Plan (NIS060) screen or the Case Plan History (NIS430) screen, the cursor will default to the 'PLN BEG DT' field on the Employment (NIS150) screen.
- (4) When the 'PLN END DT' field on the Employment (NIS150) screen does not match the ENDING DATE field on either the Employment Plan (NIS060) screen or the Case Plan History (NIS430) screen, the cursor will default to the PLN END DT field on the Employment (NIS150) screen.
- (5) When both the 'PLN BEG DT' and 'PLN END DT' fields on the Employment (NIS150) screen do not match the BEGINNING DATE and ENDING DATE fields on either the Employment Plan (NIS060) screen or the Case Plan History (NIS430) screen, the cursor will default to the 'PLN BEG DT' field on the Employment (NIS150) screen.
- (6) When the 'PLN BEG DATE' and "PLN END DT" fields do not match the BEGINNING DATE and ENDING DATE the Jobs case manager must review the Employment Plan (NIS060) screen or the Case Plan History (NIS430) screen for the actual beginning date and ending date and correct the applicable date on the Employment (NIS150) screen.
- (7) When either the 'PLN BEG DT' field or the 'PLN END DT' field on the Employment (NIS150) screen are left blank, the following edit message appears:

REQUIRED FIELD

6. **HRS PER WK** = The number of **hours** the employee will be working **per week**.

When the employee is offered 40 hours per week but chooses to work only 35, the Jobs case manager must key 40 hours in this field. The number of hours the employee actually works is keyed on the Client Participation Update (NIS140) screen.

7. **PLN BEG DT** = Type in the **date** the participant's **plan** began.

When a participant is already employed at the time of registration, key the date of registration.

8. **HOURLY WAGE** = The **amount** the employee will be making **per hour**, e.g. 08.50.

When keying wages for a participant who is making less than the minimum wage and **receives tips**, the Jobs case manager must key the greater amount of either the Federal Minimum Wage of \$5.15 or (if provided) an average of their wages, including tips.

9. **O'NET CODE** = The **type of work** the employee is engaged in. Press **F1** for a list of codes.

10. **PLN END DT** = Type in the **date** the participant's **plan** will end.

11. **EMP SOURCE** = Press **F1** for a list of **employment source** codes.

12. **TERM CODE** = The term code defaults to **UK** (unknown).

13. **MED BENEFITS** = Key a **Y** when the employer has medical insurance **available** for their employees. Key an **N** when the employer does not have medical insurance available for their employees.

NOTE: The **Y** or **N** does not relate to the employee's utilization of the employer's medical insurance.

14. **FOLLOW-UP** = Key a **Y** indicating the **90-day follow up** will be conducted.

15. **EMPLOYER TYPE** = Press **F1** for a list of **Employer Type** codes.

- C. When completing the *Employment* screen, the Jobs case manager must terminate any prior employment record by completing the following fields:

1. **PLN END DT** = Key the date the prior **employment ended**.

2. **TERM CODE** = TERM code will always default to the UK (unknown) term code.

**.04 Employed TANF Open**

- A. When the participant is employed **less than 30** hours per week averaged monthly and the TANF cash assistance case remains open, the participant must be placed in a status **14-40** (Participating in activity/Activity and/or work experience). The participant is eligible for [Jobs Program Services](#).
- B. When the participant is employed **30 hours or more** per week averaged monthly and the TANF cash assistance case remains open, the participant must be placed in a status **22** (Employed (TANF Open)). The participant will still require case management to assist them in obtaining employment that will help them reach self-sufficiency. The participant is eligible for [Jobs Program Services](#).

**505 UNSUBSIDIZED EMPLOYMENT**

Unsubsidized employment is a primary activity and is keyed on the *Employment* (NIS150) screen and as **EMP** on the *Employment Plan* (NIS060) screen in JAS.

Unsubsidized employment is always the first consideration for all participants. Unsubsidized employment is all paid employment in the public or private sector. Any countable employment described in this section counts toward meeting the hours required in primary activities.

**.01 Employment Definitions****A. Types of Countable Unsubsidized Employment****1. Wage and salary**

Wages and salaries must pay at least the Federal Minimum Wage (FMW). This includes employment in which the hourly pay plus tips or other income equals the Federal Minimum Wage. Some examples of this type of employment are the following:

a. Waiter/waitress

b. Piece work

**2. Commission Earnings**

Commission earnings are fees or percentages paid to a person for services, or the production of sale of goods, with earnings that are at least equivalent to the Federal Minimum Wage.

**3. Self-Employment**

Self-employment is income generated working for oneself rather than for others. Odd jobs or piecework is not considered self-employment. The Jobs case manager must approve all self-employment plans.



- a. The Jobs case manager must consider the following questions in evaluating the feasibility of the participant's proposed self-employment.
  - (1) Is the participant's desire to be self-employed the result of realistic goal setting and planning including obtaining required licensing, tax information, and other commonly accepted requisites appropriate to the particular type of business they are proposing or operating?
  - (2) Does the participant have experience, training, or education in that occupation? If not, is the participant willing to seek and utilize such resources when available in the community or participate in an unpaid work experience in that field?
  - (3) Is there a demand for such services or products in the local labor market?
  - (4) Does the participant have a history of failing at efforts to become self-employed?
- b. Self-employment must pay in net income at least the equivalent of the Federal Minimum Wage (FMW) times the minimum required participation hours within 90 days of approval of this activity.
  - (1) Net income is gross receipts less allowable business expenses that constitute the cost of doing business.
  - (2) The Jobs case manager tracks the participant's progress toward the FMW times the minimum required participation hours by accessing the Self Employment Earned Income (SEEI) screen in AZTECS. This screen displays the net self-employment income in the **ADJUSTED GROSS** field, and the monthly hours of employment.
  - (3) The Jobs case manager divides the adjusted gross amount by 4.3 (average number of weeks in a month), then further divides the result by the minimum required participation hours to determine whether the participant is earning at least the FMW.

- c. As a condition for approval of a self-employment activity, the participant must agree to utilize resources available in the community that specialize in small business development. The Jobs case manager must refer the participant to community resources when available. Community resources include, but are not limited to, the following:
  - (1) Small business Development Centers/Community Colleges.
  - (2) Small Business Administration.
  - (3) Economic development organizations.
  - (4) Chambers of Commerce.
  - (5) Other organizations in the community that offer assistance to new businesses at no cost, such as the following:
    - (a) Developing business plans.
    - (b) Identifying and providing opportunities.
    - (c) Identifying and assisting with developing financial resources.
- d. The Jobs case manager evaluates the participant's progress on a regular and prearranged basis to determine whether the participant has achieved the self-employment goals that were established prior to beginning the self-employment.
  - (1) When after 90 days, the participant shows considerable progress toward achieving the FMW times the minimum required participation hours, the Jobs case manager may approve up to an additional 90 days in this activity.
  - (2) When after the first 90 days, the participant does not show considerable progress (at or near FMW times the required minimum participation hours), the Jobs case manager must meet with the participant to determine the reasons for lack of progress.
  - (3) The Jobs case manager and the participant must then determine whether the participant's Employment Plan is feasible. When not feasible, the Jobs case manager must assign the participant to other work activities.

## 4. Casual Labor

Casual labor is employment that is intermittent or short term. Normally, the duration of casual labor is one to three days in length. To be countable, casual labor must pay at least the FMW. Examples of casual labor include, but are not limited to, the following:

- a. Day labor.
- b. Short-term baby-sitting.
- c. On-call or odd jobs.

## 5. Work Study

## B. Permanent/Temporary Employment

- 1. Permanent employment is employment that is expected to last 30 days or more.
- 2. Temporary employment is employment that is expected to last less than 30 days.

## C. Working Through a Temporary Agency

Employment through a temporary agency that is expected to last 30 days or more is permanent employment. The Jobs case manager will complete the following actions.

- 1. Identify the expected length of employment.
  - a. If the employment is expected to last **30 days or more**, based on one or multiple assignments, it will be considered permanent unsubsidized (**PR**) employment.
  - b. If the employment is expected to last **less than 30 days**, it will be considered temporary subsidized (**TE**) employment.
- 2. Enter the temporary agencies' information on the *Employment* (NIS150) screen.
- 3. If the unsubsidized employment does not have sufficient hours to meet the Federal participation requirements, place the participant in a status **14-40** (participating in activity/activity and or work experience) and continue case management.
- 4. If the unsubsidized employment has sufficient hours to meet Federal participation requirements but is not sufficient to close TANF cash assistance, place the participant in a status **22** (employed TANF open) and continue case management.

5. If the unsubsidized employment is sufficient to close TANF cash assistance, place the participant in a status **23** and begin the 90-day follow-up period.
6. Should the participant become employed by an employer as a result of a temporary agency assignment, the new employment will be considered a change of employment and a new entry on the *Employment* (NIS150) screen must be entered.

D. Public/Private Sector Employment

1. Public sector employment is that part of the economy that involves, or is controlled by, federal, state, or local government, as opposed to the private sector.
2. Private sector employment is that part of the economy that includes business enterprises owned by individuals or groups of individuals and also includes consumer expenditure for goods and services.

**.02 Completing the Employment Screen**

When the employment information has been obtained from the participant and/or employer, the Jobs case manager completes the *Employment* (NIS150) screen. (See [Completing the Employment Screen](#))

**.03 Evaluating Offers of Employment**

Jobs case managers are responsible for assisting the participant to develop skills needed in making appropriate employment decisions.

A. Factors to Consider

Factors that a participant should consider when evaluating employment opportunities include the following:

1. Participant's remaining time for receipt of TANF cash assistance under 60-month Lifetime Benefit Limit.
2. Compensation.
3. Job stability.
4. Work hours and duration of employment.
5. Advancement potential.
6. Working conditions.
7. Participant's health/physical limitations.

8. Participant's solutions to child care, transportation, and other similar issues, including back-up plans.
9. Skills in relation to job requirements and opportunities to acquire transferable skills.
10. Plans for advancement.

B. Accepting Offers of Employment

1. Participants may accept any offer of employment even when the employment is not in line with their employment goal or even when it does not meet the Jobs Program countable employment criteria.
2. A participant who has obtained employment may be required to participate in other Jobs Program activities. (See [Monitoring Employment and Concurrent Activities](#))
3. See Case Closures for guidelines regarding closing cases due to employment.

C. Refusing Offers of Employment

Refusing employment can be a sanction or withholding issue.

1. When the employment meets the criteria in Employment Definitions, the Jobs participant must substantiate good cause for the following:
  - a. Refusing offers of employment.
  - b. Terminating employment, including dismissal by an employer and voluntary quit. Examples of conduct that could result in a participant being dismissed by an employer include, but are not limited to, the following:
    - (1) Falsifying information on job applications or employment forms.
    - (2) Poor job performance.
    - (3) Poor work habits, including excessive absenteeism or tardiness.
    - (4) Behavior in the workplace that violates the employer's rules.
  - c. Reducing hours of employment.
2. See [Good Cause Process](#) for good cause reasons.

**.04 Employment That Does Not Meet Work Requirements**

Participants whose income from employment is not sufficient to close their TANF cash assistance case does not meet work requirements. The hours of employment count toward the federal work participation rate.

- A. When the participant is employed **less than 30 hours** per week averaged monthly and the TANF cash assistance case remains open, the participant is placed in a status **14/40** (Participating in Activity/Activity and/or work experience). The participant will be required to participate in other primary activities as long as are not meeting the work requirements.
- B. When the participant is employed **30 hours or more** per week averaged monthly and the TANF cash assistance case remains open, the participant must be placed in a status **22** (Employed (TANF Open)). The participant will still require case management to assist them in obtaining employment that will help them reach self-sufficiency. The participant is eligible for [Jobs Program Services](#).
- C. When the participant is working a part-time job, the Jobs case manager must follow procedures outlined in [Monitoring Employment and Concurrent Activities](#).
- D. When the participant is employed and receives income of less than the Federal Minimum Wage and/or does not meet work participation hours due to the participant's physical or mental limitations, the Jobs case manager completes the following:
  - 1. Keys unsubsidized employment on the Employment (NIS150) screen, and as EMP on the Employment Plan (NIS060) screen in JAS.
  - 2. Specify in the **COMMENTS** field reason(s) for income and hours being below requirements, such as **sheltered workshop employment**, etc.
- E. When a participant's TANF cash assistance case closes due to income, regardless of the amount of hours worked per week, the Jobs case manager completes the following:
  - 1. Place the participant in a status **23** (Employed (TANF Closed)).
  - 2. Send the *Friendly Reminder* (JB-103) to the participant at the beginning of the month for six months, notifying them that they are eligible for Jobs Program Extended Services.

**.05 VISTA Employment**

Volunteers in Service to America (VISTA) income that does not exceed the Federal Minimum Wage is NOT countable for purposes of TANF cash assistance eligibility. Recipients of TANF cash assistance who are employed by VISTA are referred to the Jobs Program, even when employed full time.

To ensure that participants receiving both TANF cash assistance and Volunteers In Service to America income are counted in the work rate, when a participant is employed by Volunteers In Service to America full-time, the Jobs case manager must utilize the following procedures:

- A. Register the participant with the Jobs Program and record employment as established in [Recording Employment Activity](#) and [Monitoring Unsubsidized Employment](#).
- B. Monitor the case record monthly. Key an **N** in the **FOLLOW-UP** field on the *Employment* (NIS150) screen. (Do not conduct a standard 90-day follow-up.)
- C. When the TANF cash assistance case closes and the participant is still employed, change **N** to **Y** in the **FOLLOW-UP** field on the *Employment* screen, complete follow-up information, and place the participant in a status code **23** (Employed (TANF Closed)).
- D. Participants who are employed part-time by Volunteers in Service to America must meet the work requirements.

**506 SUBSIDIZED EMPLOYMENT**

JOBSTART is Subsidized Employment, is a primary activity and is keyed as **ST** in the **TYPE OF EMPT** field on the *Employment* (NIS150) screen, and as **STR** on the *Employment Plan* (NIS060) screen in JAS.

Subsidized employment, as it relates to the Jobs Program, is employment in a public or private sector organization that receives a JOBSTART subsidy to offset the cost of wages (and possibly employer-paid benefits) of an employee. For JOBSTART criteria, see [JOBSTART](#) Eligibility Criteria, Participant Requirements and Information Requirements.

**507 ON-THE-JOB TRAINING (OJT)**

On-the-Job Training is a primary activity. It is keyed as **OJ** in the **TYPE OF EMPT** field on the *Employment* (NIS150) screen in JAS, and as **OJT** in the *Employment Plan* (NIS060) screen.

On-the-Job Training is a paid, hands-on training opportunity at the work site and for a specified period of time. The employer receives a subsidy based on the employee's rate of pay as a reimbursement for costs associated with providing training and supervision. Training wages are paid in part by the employer and in part by another agency. The Jobs case manager, or a provider such as WIA, Vocational Rehabilitation, or Employment Security Section Veterans Program may make the placement.

**.01 Types of OJT**

The following are the two types of OJT:

- A. Jobs Program-funded OJT.
- B. On-the-Job Training funded by other programs, such as WIA, Vocational Rehabilitation, and Employment Security Section Veterans Programs.

**.02 Guidelines for Referral to OJT**

Participants assessed as needing skills training in a particular occupation may be placed in OJT. The Jobs case manager must use the following guidelines to determine placement in an OJT:

- A. OJT employees must receive the same wages, benefits, and working conditions as other employees of the company who are performing comparable work.
- B. OJT contracts must meet the following criteria:
  - 1. Be appropriate for jobs paying higher than minimum wage.
  - 2. Be with employers who have the capacity to provide jobs with good retention rates.



3. Provide structured skills training.
  4. Provide full-time training. The definition of full-time may vary with industry standards but hours usually fall between 35 and 40 hours per week.
- C. OJT activity should lead to full-time, unsubsidized employment expected to last 120 days or more at the completion of training.
- D. Participants must have completed the following:
1. Two weeks of job search activity without obtaining employment.
  2. Established occupational goals and training needs through reassessment and/or testing for which On-the-Job Training is appropriate.

### **.03 Participants Already Enrolled in OJT**

Participants already enrolled in OJT by an organization such as WIA at the time of registration in the Jobs Program are recognized as fulfilling participation requirements as long as they meet the guidelines established in [Guidelines for Referral to OJT](#).

### **.04 Recording OJT Activity**

Participants in OJT activity are considered employed for TANF cash assistance purposes. When a participant enters OJT, the Jobs case manager must complete the following:

- A. Complete the *Contract for On-the-Job Training* (JOB-1004A) and place a copy in the case record. When the OJT is not a Jobs Program funded On-the-Job Training, obtain a copy of the On-the-Job Training contract from the referral agency and place it in the case record.
- B. Complete the *OJT/JOBSTART Employer Certification* (JA-084 English or JA-084-S Spanish) and place a copy in the case record.
- C. Complete the *Training Plan for Work Experience and On-The-Job Training Activities* (JA-044 English or JA-044-S Spanish) and place a copy in the case record. When the OJT is not a Jobs Program funded On-the-Job Training, obtain a copy of the On-the-Job Training contract from the referral agency and place it in the case record.
  1. Key an **S** in the *Child Care Referral* (NIS090) screen. Specify in the **COMMENTS** field that Jobs Program related child care is terminating due to employment. (See Child Care)
  2. Monitor the OJT following procedures in [Monitoring On-the-Job Training](#).

**.05 Completing the Employment Screen**

When the employment information has been obtained from the participant and/or employer, the Jobs case manager completes the *Employment* (NIS150) screen. (See [Completing the Employment Screen](#))

**.06 Transitional Services**

- A. At the time of TANF cash assistance ineligibility, participants in OJT may be eligible for [transitional child care](#) services through the Child Care Administration (CCA) or the Jobs case manager may authorize Jobs Program Transitional Services. (See [Jobs Program Transitional Services](#))

**.07 Employer Requirements**

Employers who contract with the Jobs Program to provide OJT must agree to the following provisions:

- A. Not displace any currently employed part-time, full-time, or laid-off worker with an OJT trainee. (See [Grievances](#))
- B. Maintain records and prepare reports pertaining to the trainee as required by the Jobs Program. All books and records, including payroll and attendance, pertaining to the trainee, are subject to inspection by the Jobs case manager or other DES staff for the purpose of auditing, monitoring, or investigating activities.
- C. Complete with the OJT liaison the following Jobs Program OJT forms for each trainee:
  - 1. *Contract for On-the-Job Training* (JOB-1004A).
  - 2. The *OJT/JOBSTART Employer Certification* (JA-084 English or JA-084-S Spanish).
  - 3. *Training Plan for Work Experience and On-the-Job Training Activities* (JA-044 English or JA-044-S Spanish).
  - 4. *OJT Monthly Report and Invoice* (JOB-1003A).
  - 5. *Weekly Time and TRE Report* (JA-012 English or JA-012-S Spanish).
- D. Comply with Arizona and Federal labor laws and health and safety standards.
- E. Compensate the trainee at the same rate as entry level employees in the same occupation, but no less than FMW, and provide the same benefits and work conditions as other employees receive in equivalent classifications. Benefits include unemployment insurance and worker's compensation.

- F. Not terminate the trainee without prior notice and reasonable opportunity for improvement or correction. The Jobs Program must be currently notified of all disciplinary actions.
- G. Hire the trainee at the conclusion of the training period and retain the trainee for a minimum of six months. (See Employer Violations, Termination, and Good Cause)
- H. Submit an OJT Monthly Report and Invoice (JOB-1003A) on or before the tenth calendar day of the month following the month being billed.
- I. Furnish all necessary supplies, equipment, material, clerical, and other services required for satisfactory training unless otherwise stated in the contract.
- J. Provide a mentor for the trainee from among regular employees. Employers are provided [On-the-Job Training Mentor Guidelines](#).
- K. Permit the Jobs case manager to visit the work site to interview the trainee and observe work conditions and activities.

#### **.08 Referrals to Employers Using the OJT Liaison**

The Jobs case manager refers participants to the OJT liaison. The OJT liaison makes every effort to place the participant with an employer that will provide the best possible training and employment opportunity, in keeping with the participant's employment interests, skills, and aptitudes.

- A. Each Jobs local office must designate staff to serve as the OJT liaison. The liaison is the contact person for all employers with OJT participants placed from that local office. The liaison is responsible for the following:
  - 1. Coordinate placement activities.
  - 2. Identify and resolve problems relating to placements.
  - 3. Provide overall placement coordination.
- B. In determining an appropriate placement for a participant, the OJT liaison must seek employers in the participant's desired job field that are qualified to provide training for the participant.
- C. The OJT liaison must arrange an initial meeting with an employer to explain the benefits and responsibilities of the OJT Program.
- D. When the employer agrees to the terms of the OJT contract, the OJT liaison schedules an interview between the employer and the participant. When the employer and the participant agree on the terms of the OJT contract, the OJT liaison proceeds with the contract procedure.

- E. The OJT liaison must discuss the following with the employer:
  - 1. The use of the *OJT Monthly Report and Invoice* (JOB-1003A) and time frame for submittal.
  - 2. The *Training Plan for Work Experience and On-the-Job Training Activities* (JA-044 English or JA-044-S Spanish) to be developed by the employer and the trainee. The training plan contains a job description listing the skills to be learned and a schedule indicating estimated dates of completion for each skill. The training period is determined according to the procedures outlined in Duration of Training.

#### **.09 Duration of Training**

The OJT liaison and the employer determine the training period. Consideration is given to the number and complexity of skills to be learned.

- A. As an additional resource to determine the duration of training, the Specific Vocational Preparation (SVP) code referenced in job descriptions found in the Occupational Information Network (O'NET) may be used. The SVP code refers to the amount of time required by a typical worker to learn the techniques, acquire the information, and develop the skill needed for average performance in a specific job-worker situation. (See Using the Occupational Information Network)
- B. Contracts must be written for a 40-hour workweek, and the training period must not exceed six months.
- C. The Jobs Program may cancel the contract or reduce the contract period when the employer fails to perform the services specified in the contract within the time specified or fails to perform according to other terms of the contract.

#### **.10 Employer Payments**

Employers receive a subsidy from the Jobs Program. Use the following procedures for payment processing:

- A. OJT reimbursement is made at a rate of 45% of the gross monthly earnings, not to exceed \$400 per month.
- B. The employer must submit a completed *OJT Monthly Report and Invoice* (JOB-1003A) for each trainee by the tenth calendar day of the month following the month being billed.
- C. The Jobs case manager must review the *OJT Monthly Report and Invoice*, complete the accounting information section, and submit the form to the Jobs Payment Unit by the seventh calendar day following receipt.

**.11 Employer Violations, Termination, and Good Cause**

Employers who fail to fulfill the terms of the OJT contract without good cause are subject to cancellation of their contract. The Jobs Program will no longer consider such employers for OJT. (See [Employer Violations, Termination, Debarment and Good Cause](#). The JOBSTART policy contained in that section is also applicable to OJT.)

- A. Other actions that constitute violation of OJT provisions include, but are not limited to, the following:
  - 1. Failure to provide the training as outlined in the *Training Plan for Work Experience and On-the-Job Training Activities* (JA-044 English or JA-044-S Spanish) within the scheduled dates established.
  - 2. Failure to hire the participant at the end of the training period.
- B. The Jobs case manager must determine whether good cause exists. (See [Good Cause Process](#))
  - 1. When an employer claims good cause, the employer must provide proof within ten calendar days that the participant failed to meet the employer's requirements and that attempts to resolve the situation were unsuccessful due to circumstances outside the employer's control. (See [JOBSTART Participant Requirements](#). The JOBSTART policy contained in that section is also applicable to OJT.)
  - 2. When good cause does not exist, the employer is billed for repayment of the portion of reimbursement funds considered to be paid for training. The portion billed is one half. (Refer to the *Contract for On-the-Job Training* (JOB-1004A), Terms and Conditions, Item B)
  - 3. When the employer establishes good cause, the Jobs case manager must determine whether pre-sanctionable issues exist due to actions on the part of the participant. (See [Sanctioning and Withholding](#) and [Employment Termination](#))

**508 UNPAID WORK EXPERIENCE (UWE)**

Unpaid work experience is a primary activity and is keyed as **UW** in the **TYPE OF EMPT** field on the *Employment (NIS150)* screen, and as **UWE** on the *Employment Plan* (NIS060) screen in JAS.

Unpaid work experience is any unpaid work in the public or private sector utilized to establish a work record; develop good work habits and skills in a particular occupation; and provide opportunities for the person to network, identify paid positions, and transition into paid employment.

**.01 Types of Work Experience**

The following are examples of types of work experience. Other types may be developed locally in conjunction with available providers.

A. Unpaid work experience

Unpaid work experience provides training at a work site. The training may be in general skills or skills more specific to a particular occupation.

B. Internships/Externships

1. Internships or externships are intensive work experience in a particular occupational field. Types of internships/externships include, but are not limited to, the following:
  - a. A portion or extension of education or training in either the public or private sector that provides structured work experience in a specific occupational field.
  - b. The DES Internship Program that provides training in a specific occupation and potential employment opportunities within DES.
2. Work experience agreements are not required for any of the following:
  - a. Internships/externships developed by educational/training institutions as a part of their curriculum.
  - b. The DES Internship Program. The Jobs Program has a blanket work experience agreement covering all DES offices and programs. (See [UWE Placement by Jobs Case Managers](#))
3. Monitoring is conducted as outlined for the educational or training activity of which it is a part. (See [Monitoring Activities](#))

**.02 When to Assign Unpaid Work Experience**

Unpaid work experience may be assigned when unsubsidized employment, subsidized employment, or on-the-job training (OJT) are not options. Always consider unpaid work experience before formal classroom training.

- A. The Jobs case manager may assign unpaid work experience when it is determined that the participant needs any of the following:
1. Enhance their marketable skills.
  2. Establish a work history and employer references.

3. Identify interests and aptitudes for specific jobs by actually performing the work.
  4. Gain confidence by performing in actual job settings.
  5. Achieve a better understanding of employer/employee relationships.
  6. Complete an educational/training program.
  7. Develop good work habits.
  8. Complete work activities assigned by another employment program that has placed the participant in unpaid work experience meeting the criteria above.
- B. The Jobs case manager may assign unpaid work experience so that participants meet required participation in primary activities. (See [Participation](#))

### **.03 Required Hours of Participation in UWE**

Participants assigned to unpaid work experience, except internships/externships as outlined in [Types of Work Experience](#) or a combination of unpaid work experience and community service programs may be assigned to meet work participation requirements, not to exceed 40 hours per week.

Participants receiving training through Jobs Occupational Training Contractors that have an internship/externship or other hands-on experience as part of the program of study required to graduate will not be considered participating in an internship/externship and will not be eligible for FLSA payments.

When a participant's mandatory work participation hours for the month multiplied by the Federal Minimum Wage exceeds their combined TANF cash assistance and food stamp benefits, a supplement must be issued for the difference. All supplements paid must be in compliance with the Fair Labor Standards Act (FLSA). (See [Documenting Required Work Hours](#))

A. Calculating FLSA Supplement

The Jobs case manager must complete the *FLSA Worksheet* (JOB-1024A) at the conclusion of each month using the actual number of **UWE** hours worked to determine the amount of the FLSA supplement. The following procedure must be used to calculate any supplement due:

1. Determine the FLSA wage by multiplying the total number of **actual hours** of UWE worked by the **Federal Minimum Wage (round up)**. For TPEP families, combine the total UWE hours worked by each family member, and use the combined total to determine the FLSA wage.

2. Determine the **gross amount** of TANF cash assistance and food stamps the household receives by reviewing AZTECS screens *AFDC Benefit History* (AFBH), *FS Benefit History* (FSBH), and *Unearned Income* (UNIN). Add the total TANF cash assistance benefit (including any sanctioned amount) to the total food stamp benefit (including any recoupment amount).
3. Compare the benefit total and the FLSA wage total.
  - a. If the benefit total is **less than** the FLSA wage total, the difference is due to the participant as a supplement.\
  - b. If the benefit total is **greater than** the FLSA wage, no supplement is due.
4. Complete the accounting information on the bottom of the *FLSA Worksheet* (JOB-1024A). The Jobs case manager must access JAS to authorize payment. Authorize the FLSA payment by completing the following:
  - a. **F12** to access the payment input subsystem.
  - b. Tab to the *Add Transaction* (NCA110) screen.
  - c. Tab to the **SERVICE DATE** field.
  - d. Key the **date of service** for the FLSA payment.
  - e. Tab to the **SERVICE/ACTIVITY CODE** field.
  - f. Key **TRE**.
  - g. **F1**; a pop-up window displays. **F8** for the second screen of the pop-up window.
  - h. Select the service/activity by keying an **X**.
  - i. **Press <ENTER>**. All accounting information except the dollar amount required to complete the *Add Transaction* screen will be populated.
  - j. **Add the dollar amount** to be paid.
  - k. **Press <ENTER>**.
    - (1) An edit message displays stating *Please press <ENTER> to continue validation*.
    - (2) The transaction number and the payee's name and address display.



- l. **Add the accounting information** to the bottom of the *FLSA Worksheet*, initial and date.
  - m. Validate all information for accuracy.
  - n. **Press <ENTER>.**
  - o. An edit message displays stating *Press Enter To Store or F12 to store and route to the Client Participation Update screen.*
  - p. After pressing <ENTER> or F12, another edit message displays stating *Transaction ##### Add Successful; End of Data.*
5. FLSA payments should be processed by the seventh calendar day of the month unless all required *Weekly Time and TRE Report* (JA-012 English or JA-012-S Spanish) have not been received. FLSA payments must NOT be withheld when Weekly Time and TRE Reports are untimely.

## B. Documenting Required Work Hours

The Jobs case manager must schedule the required hours for each participant assigned to unpaid work experience in the *Employment Plan* (NIS060) screen in JAS.

1. When a participant must work more hours than are covered by their TANF cash assistance and food stamp benefits, explain the FLSA supplement process to the participant. Advise the participant that a supplement is paid only when the hours worked exceed the hours covered by their TANF cash assistance and food stamp benefits.
2. The FLSA supplement is paid monthly.

#### **.04 UWE Placements by Jobs Case Managers**

Procedures have been established for Jobs case managers to follow when there has been a UWE placement. The following are the procedures the Jobs case manager must follow when a placement has been made in a Region that no longer uses volunteer coordinators.

- A. Determine the number of hours the participant is required to participate.
- B. Select an appropriate unpaid work experience provider using the following guidelines:
  1. Evaluate potential work experience providers for training that is related to the participant's employment goals and employers who may potentially hire qualified UWE participants.

2. Review existing work experience agreements to find suitable work experience placements prior to developing new providers.
  3. Assure there is no conflict of interest between the Jobs case manager and the UWE provider or between the participant and the UWE provider. Avoid utilizing friends, relatives, business partners, or associates, as UWE providers wherever possible.
- C. Identify potential UWE providers. Once a potential UWE provider has been identified, the Jobs case manager completes the following:
1. Discussions with the provider's management to determine whether a UWE agreement would be of mutual benefit.
  2. Share the goals of the UWE with the provider.
  3. Ensure the provider is informed of the following:
    - a. The participant is not considered an employee.
    - b. The participant will be enrolled in AHCCCS and covered by DES for workers compensation.
    - c. The worksite supervisor must call the Jobs case manager when concerns arise or anytime the participant has been absent or tardy.
    - d. The participant must work the scheduled hours and is subject to sanctions for unexcused absences.
    - e. The participant may need to report for scheduled job interviews or for placement in other Jobs Program activities.
  4. Ensure that the provider understands that they must agree to the following:
    - a. Comply with applicable health and safety standards and labor laws of Arizona and the Federal government.
    - b. Maintain sufficient general liability insurance for tort claims protection.
    - c. Not displace regular employees.
    - d. Not impair existing contracts or collective bargaining agreements, or infringe upon promotional opportunities of current employees.
    - e. Not require participants to travel or remain away from their homes overnight without the participant's consent.

- f. Allow the Jobs case manager to visit the work site.
  - g. Complete the *Training Plan for Work Experience and On-the-Job Training Activities* (JA-044 English or JA-044-S Spanish) with the Jobs case manager.
  - h. Review and sign the *Weekly Time and TRE Report* (JA-012 English or JA-012-S Spanish).
  - i. Complete the *Participant Progress Report* (JA-017 English or JA-017-S Spanish) on a monthly basis.
- 5. Obtain the following from the provider:
  - a. Types of jobs and skills needed for the jobs they offer.
  - b. Opportunities for employment.
  - c. Days and hours of the offered employment.
  - d. Location and telephone number of the work site.
  - e. What equipment, clothing, etc., the participant needs.
  - f. The name and telephone number of the work site supervisor.
  - g. How to report emergencies and other work related issues.
- D. When an appropriate UWE provider has been identified with whom the Jobs Program does not have an agreement, the Jobs case manager must complete the following:
  - 1. Complete the *Agreement for Unpaid Work Experience* (JA-019) with the provider. Complete one agreement for each provider with a list of all work experience positions available.
  - 2. Complete and forward the *Regional Provider Add/Update* Eform. Obtain information to complete the Eform from the provider.
- E. When the UWE provider is a DES office, no *Agreement for Unpaid Work Experience* is needed. An *Agreement for Unpaid Work Experience* signed in November 1993, Provider ID#01212, Location code #0001 covers all UWE placements within DES.
- F. Prepare the participant for the UWE experience as follows:
  - 1. Provide the participant a description of the UWE position.
  - 2. Ensure the participant is aware of responsibilities such as the following:

- a. Arrive on time.
    - b. Dress appropriately.
    - c. Complete assignments.
    - d. Notify the Jobs case manager and/or the work site supervisor prior to any absences or tardiness.
  3. Ensure the participant is aware of the responsibilities of the work site supervisor such as the following:
    - a. A meaningful work experience.
    - b. Completing weekly attendance evaluation and monthly progress reports.
  4. Ensure the participant is aware of the number of hours they are required to work at the UWE.
  5. The participant is responsible for scheduling an interview with the provider.
  6. Ensure the participant reviews the *Volunteer Handbook* (PAX 164-A). Upon completion of the review, the participant must sign and date the statement of understanding (located on the last page of the *Volunteer Handbook*). The participant must be given the *Volunteer Handbook* minus the statement of understanding. Place the statement of understanding in the participant's case record.
- G. When the Jobs case manager becomes aware that a UWE provider may be violating the terms and conditions of the agreement, or that a participant is being treated unfairly, the Jobs case manager must complete the following:
1. Inform the Jobs local office supervisor immediately.
  2. Meet with the participant to gather information regarding the participant and the potential violation.
  3. Submit the information to the Jobs local office supervisor.
- H. When the Jobs case manager becomes aware that a UWE provider may be violating the terms and conditions of the agreement, or that a participant is being treated unfairly, the local office supervisor completes the following:
1. Determine whether a violation exists.

2. Determine whether the participant should be removed from the UWE and re-assigned to another UWE provider.
  3. Contact the UWE provider to discuss the allegations.
  4. Determine whether other participants assigned to this UWE provider should be re-assigned to another UWE provider.
  5. Inform the Regional Program Manager of all allegations prior to taking any action.
  6. Determine whether the agreement between the Jobs Program and the UWE provider should be terminated.
- I. Following the interview and acceptance of the participant for the UWE, the Jobs case manager completes the following:
1. The *Training Plan for Work Experience and On-the-Job Training Activities* (JA-044).
  2. The *Employment Plan* (NIS060) screen, using the participant provider ID and location code assigned to the UWE provider.
  3. The *Employment* (NIS150) screen when the employment information has been obtained from the UWE provider.  
(See [Completing the Employment Screen](#))
- J. When a participant is injured while in a UWE or community service placement and seeks medical treatment, the Jobs case manager must complete the following:
1. Advise the work site supervisor of the following:
    - a. The state provides worker's compensation coverage for the participant.
    - b. The work site supervisor must complete the *Employers Report of Industrial Injury* (IR-050) and the *Unusual Incident Report* (J-309) and return them to the Jobs case manager.
    - c. The *Employers Report of Industrial Injury* must be in the DES Office of Personnel Management (OPM) within five calendar days from the date the participant seeks medical treatment.
  2. Provide the *Employers Report of Industrial Injury* and the *Unusual Incident Report* to the work site supervisor and be of any assistance necessary to complete the forms.

3. Notify the Department of Administration's [Early Claims Notification Service Hotline](#) of the forthcoming claim.
  4. Within five calendar days from the date of medical treatment, fax the original *Employers Report of Industrial Injury* and any pertinent documentation to the DES Office of Personnel.
  5. The same day the *Employers Report of Industrial Injury* and other documentation are faxed, forward the original and blue copy, along with pertinent documentation to [OPM](#). Also, send copies to [Jobs Central Office Personnel Liaison](#).
  6. The five-calendar-day time frame must be met. When OPM fails to meet the required time frames, DES may be subject to a \$10,000 fine.
- K. When the participant is injured while in a UWE or community service placement and does not seek medical treatment, the Jobs case manager completes the following:
1. Have the work site supervisor complete the *Employers Report of Industrial Injury* (IR-050) and the *Unusual Incident Report* (J-309) (OSHA law allows a worker up to one year to seek medical treatment and initiate a worker's compensation claim for a work-related injury).
  2. Send a copy of the *Employers Report of Industrial Injury* and any pertinent documentation to the [Jobs Central Office Personnel Liaison](#).
  3. Document information regarding the injury and completion of the required forms in the case record.
  4. For completion of the *Employers Report of Industrial Injury*, [OPM](#) may be contacted.

## 509 COMMUNITY SERVICE PROGRAMS

Community service programs are primary activities. They are keyed as **CS** in the **TYPE OF EMPT** field on the *Employment* (NIS150) screen, and as **CSP** on the *Employment Plan* (NIS060) screen in JAS.

Community service is defined as unpaid work activities that are for the good of the community at large and would not generally end up as unsubsidized employment for the participant.

### .01 Community Service Assessment

An assessment for Community Services should be considered or applied to the Employment Plan of any participant who, even with case manager assistance, meets one of the following:

- A. Unable to find or be placed in the following.
  - 1. Unsubsidized employment.
  - 2. Unpaid work experience leading to unsubsidized employment.
  - 3. Training to improve skill levels.
- B. In need of a temporary alternative to ongoing planned employment activities.
- C. Court ordered to complete community service activities.

## **.02 Community Service Activities**

Community service activities designed for the good of the community at large include but are not limited to the following:

- A. Working with Park and Recreation programs.
- B. Assisting with local school activities.
- C. Services such as typing and filing for most non-profit agencies.
- D. Supervised work with the YMCA, church affiliated organizations, and community improvement organizations.
- E. Court or other similarly mandated community service activities.

## **.03 Community Position Requirements**

A community service position must accomplish all of the following:

- A. Meet a community need that provides a participant with good work habits and/or work experience.
- B. Be temporary.
- C. Be at a public or private nonprofit worksite.
- D. Not displace existing workers.

## **.04 Required Hours of Participation in Community Service Programs**

- A. Participants assigned to community service programs may be assigned work hours to meet the work participation requirements.
- B. The Jobs case manager must follow procedures in [Required Hours of Participation in Unpaid Work Experience](#) to determine the FLSA supplement due for participation hours that exceed those covered by the TANF cash assistance and food stamp benefit amount, when applicable.

**.05 Referring Participants to Community Service Program Providers**

When the participant is not already assigned to community service through a court order or similar process mandating such community service, the Jobs case manager must follow procedures outlined in [UWE Placement by Jobs Case Managers](#) and [Completing the Employment Screen](#) when assigning participants to community service program activities.

**510 EMPLOYMENT AND TRAINING**

Employment and training can be described in two categories: Vocational Education Training and Job Skills training directly related to employment. Employment and training as an activity includes individuals [already enrolled in an education/training component at an accredited institution at the time of registration into the Jobs Program](#), as well as those participating in educational or training activities assigned through the Occupational Training Referral (OTR) procedures.

Vocational education/training, can also be defined to include vocational courses offered by a post-secondary institution, classes offered by an accredited correspondence institution, classes over the Internet, etc. Accountability of distance learning courses and programs will be ensured through accreditation of the educational institution. If the educational institution is authorized to process student loans and grants, the institution will be considered to be an eligible educational institution for Jobs Program purposes.

Documentation must be entered into the case record identifying what skills the participant currently possesses and how the additional education will improve the participant's employability. Participation in educational activities must only be authorized as a short-term activity that focuses on the participant's employability; not solely on the attainment of a degree or certificate. Post-secondary educational activities will not be authorized if the individual already possesses a self-supporting skill for jobs available in the local area.

Employment and training activities may be approved as a primary Jobs Program activity or a secondary activity.

Participants receiving training through Jobs Occupational Training Contractors, that have an internship or other hands-on experience as part of the program of study required to graduate, will **not** have the internship or other hands-on experience tracked separately in the Jobs Automated System (JAS). The training related, hands-on experience will be coded "**VOC, SKL, or POS**" just as the rest of the training. The Provider identified in JAS will be the principle training contractor, not the actual location of the hands-on training.

**.01 Assignment Criteria**

In addition to vocational education/ training limitations in [Vocational Education As A Primary Activity](#) and [Vocational Education As A Secondary Activity](#), certain criteria must be met. These criteria apply to **all** participants in vocational educational training programs (including those already enrolled in vocational education/training, and those referred to by Jobs case managers using the Occupational Training Referral processes) unless otherwise noted. The following criteria must be met:



- A. Participants must meet the following:
1. Not currently possess a self-supporting skill for jobs available in the local area (does not apply to those [Already Enrolled in Education/Training](#)).
  2. Attend a vocational or technical training facility that is legally accredited, authorized, or recognized in Arizona as providing a program to prepare students for gainful employment.
  3. In addition to other criteria indicated in this section, the institution must provide training that meets the following criteria:
    - a. Be in a remote area of the state when distance learning is to be considered. Traditional classroom training is not available, within reasonable proximity to the participant, for the educational training activity.
    - b. Training is provided by means of a structured curriculum containing specific time frames and regular required student participation with on-line Personal Computer connections, utilized by either a participant's Personal Computer or at designated sites containing such specified Personal Computer usage.
    - c. Credit is given for the class.
- B. The course of study must meet the following:
1. Relate to employment opportunities that are available, or are likely to become available, in an accessible geographical area (or an area in which the participant will relocate).
  2. Be consistent with the individual's employment goal.
  3. Lead to the attainment of skills and knowledge directly related to obtaining employment in a recognized occupation.
  4. Result in job opportunities that are not in an occupation that has high turnover due to substandard wages or working conditions.
  5. Must be with an accredited educational institution. If the educational institution is authorized to process student loans and grants, the institution will be considered to be an eligible educational institution for Jobs Program purposes.

## **.02 Vocational Educational Training As A Primary Activity**

- A. Vocational Educational training as a primary activity is keyed as **VOC** in the **ACTV/SRVCS** field on the *Employment Plan* (NIS060) screen in JAS.

- B. Vocational Educational training is limited to no more than 30% of the participants who are involved in work activities for purposes of calculating the work rate.
- C. Vocational Educational training is limited to a maximum of 12 months (52 weeks) in a lifetime.
- D. The Jobs case manager must ensure that the 52-week lifetime limit in vocational educational training (VOC) is not exceeded. Review the case record as well as the following JAS screens for the number of weeks the participant has been in vocational educational training:
  - 1. *Employment Plan* (NIS060) screen for current participation.
  - 2. *Case Plan History* (NIS430) screen for previous participation.
- E. When Vocational Educational training is used as a primary activity and participation hours are less than the minimum hours required, the Jobs case manager must schedule additional hours in other primary activities.
- F. The following are types of countable educational training activities:
  - 1. Classroom time for which vocational educational training credits are received from the educational institution.
  - 2. Laboratory hours for which educational training credits are received from the accredited educational institution.
    - a. When the number of laboratory hours is defined by the institution, allow the number of laboratory hours scheduled.
    - b. When the number of laboratory hours is **not** defined by the institution, allow two hours of laboratory time for each hour of scheduled classroom time.
  - 3. Study time and/or homework hours. Allow two hours of study time for each hour of scheduled classroom time.

### **.03 Vocational Education Training As A Secondary Activity**

- A. Vocational Educational training as a secondary activity is keyed as **SKL** in the **ACTV/SRVCS** field on the *Employment Plan* (NIS060) screen in JAS.
- B. Vocational Educational training that exceeds the 52 weeks lifetime limit must be considered a secondary activity. (See [Job Skills Training](#))
- C. Employment and training may be assigned as a secondary activity only after the required hours in primary activities are met.
- D. The following are types of countable educational training activities:

1. Classroom time for which educational training credits are received from the educational institution.
  2. Laboratory hours for which educational training credits are received from the accredited educational institution.
    - a. When the number of laboratory hours is defined by the institution, allow the number of laboratory hours scheduled.
    - b. When the number of laboratory hours is **not** defined by the institution, allow two hours of laboratory time for each hour of scheduled classroom time.
  3. Study time and/or homework hours. Allow two hours of study time for each hour of scheduled classroom time.
  4. Vocational or technical training facility that is legally authorized or recognized in Arizona and is one of the following:
    - a. Technical school.
    - b. Trade school, including business schools.
    - c. Skills training center.
- E. The minimum load for a full-time student in a post-secondary program is 12 credit hours per semester.

#### **.04 Occupational Training Referral (OTR)**

The Occupational Training Referral (OTR) processes are used to approve and enroll Jobs participants in educational training assignments **after** the participant has entered the Jobs Program.

- A. Occupational Training Referral Defined
1. Occupational Training Referral is the process used by the Jobs case manager to determine the advisability of Jobs Program funded vocational educational training. The Jobs Program contracts with educational and training facilities for occupational training for Jobs participants using the Occupational Training Referral process.
  2. Except for participants already enrolled in vocational educational training program, the Occupational Training Referral process must be used following Regional procedures outlined in [Regional Occupational Training Referral Approval, Referral, and Tracking](#) to refer all participants to vocational educational training activities.

## B. Occupational Training Referral Assignment Criteria

1. Occupational Training Referral approvals must meet the general Vocational Education/ Training criteria in [Vocational Educational Training As A Primary Activity](#) and [Vocational Educational Training As A Secondary Activity](#).
2. The Jobs case manager must evaluate the institution's program and the educational program to determine whether they are appropriate. The evaluation may be based on the results of a participant's assessment (including test results), TANF cash assistance time limits and the participant's plans following those time limits, as well as student completion rates for the program.
3. The participant must not have previously been approved for training and failed to complete the training without good cause. Good cause may be verified by the participant as outlined in [Good Cause Reasons](#).
4. When all of the criteria have been met, Occupational Training Referral activities may be approved by the Jobs case manager when it has been determined that the participant needs additional training in order to gain marketable skills.

**.05 Regional Occupational Training Referral Approval, Referral, and Tracking**

Each region has established regional operating procedures and time frames for approval, referral, and tracking of Occupational Training Referral training. Regional procedures must include the following:

## A. Completing Forms

The Jobs case manager must ensure that the following forms are completed, documents are obtained, and required copies are included in the case record:

1. The *Occupational Training Referral Participant Agreement/Waiver* (JA-074 English or JA-076-S Spanish).
2. The *Occupational Training Referral Information Release Authorization* (JA-076 English or JA-076-S Spanish), authorizing the provider to release student financial aid, attendance, and progress information regarding the participant to the Jobs Program.
3. The *Occupational Training Referral/Post-Employment Educational Program Certification* (JA-077).

4. The **Program of Study** document containing a semester-by-semester schedule of classes required for the degree or certificate and the anticipated graduation/completion date, signed by the Occupational Training Referral training facility's advisor or counselor.
5. The participant's class schedule. When any changes occur in the Occupational Training Referral training, the participant must provide the newest class schedule to the Jobs case manager.
6. Optional *Occupational Training Referral Checklist* (JA-075 English for (JA-075-S Spanish) when utilized as a Regional tool in the Occupational Training Referral process.

B. Provider Referrals

After training is approved following Regional procedures, the Jobs case manager completes the following:

1. Contact the training facility to make a referral to training.
2. Forward the original *Occupational Training Referral/Post-Employment Educational Program Certification* (JA-077) and the *Occupational Training Referral Information Release Authorization* (JA-076 English or JA-076-S Spanish) to the training facility.

The participant cannot begin training until the *Occupational Training Referral/Post-Employment Educational Program Certification* has been completed, approved, signed, and received by the Occupational Training Referral provider.

C. Changes

1. When the provider or the Jobs case manager determines that a change is needed, the Jobs case manager must request the change on a revised *Occupational Training Referral/Post-Employment Educational Program Certification* (JA-077) and complete the Regional approval process. Any changes must meet [Occupational Training Referral Assignment Criteria](#).
2. For changes in the [State Fiscal Year](#) (SFY), and for each semester, a revised *Occupational Training Referral/Post-Employment Educational Program Certification* (JA-077) must be completed as follows:
  - a. Effective each July 1 of the calendar year, the **CURRENT SFY COMMITMENT** field in Part I must be completed to reflect funds authorized in the new state fiscal year.
  - b. Each subsequent semester, information must be entered in the section **For Community Colleges and Universities Only**.

3. When a requested change has been denied, the Jobs case manager must notify the Occupational Training Referral provider of the denial on the *Occupational Training Referral/Post-Employment Educational Program Certification*. The request must be returned to the provider according to regional denial procedures.
4. When a requested change has been approved, the Jobs case manager must notify the Occupational Training Referral provider of the approval on a revised *Occupational Training Referral/Post-Employment Educational Program Certification*.
  - a. The *Occupational Training Referral/Post-Employment Educational Program Certification* must be revised by printing the word **REVISED** and the revised Occupational Training Referral number in the upper right hand corner.
  - b. The revised *Occupational Training Referral/Post-Employment Educational Program Certification* must be considered as a replacement to the previously approved *Occupational Training Referral/Post-Employment Educational Program Certification*.

#### **.06 Payment for Occupational Training Referral**

The Jobs Program pays for the cost of **approved** Occupational Training Referral vocational educational training only when other funds are unavailable. All participants approved for Occupational Training Referral must have applied for any available student financial aid unless they receive training paid for by another program. (See [Training 100% Funded by Other Programs](#))

- A. Examples of student financial aid include the following:
  1. PELL or other grants.
  2. Scholarships.
  3. Supplemental Educational Opportunity Grants (SEOG).
  4. Tuition waivers.
  5. University student incentive grants.
- B. When the participant receives funds for educational purposes from any source other than Jobs, all such funding must be deducted from payments to Occupational Training Referral providers.  
(See [Contract Payment Process-Direct Billing](#), as applicable to Occupational Training Referral providers)

- C. Regardless of how Occupational Training Referral training is being funded, [Vocational Educational Training Assignment Criteria](#) must be met.

#### **.07 Training 100% Funded by Other Programs**

The Jobs Program collaborates with the Workforce Investment Act for programs administered by the DES Rehabilitation Services Administration and other programs that provide occupational training for Jobs participants. In most cases, these programs pay for 100% of the training costs from their program funds. To maintain these linkages, the following policy and procedures apply to such training situations:

- A. The one-year vocational education/training time limit applies.  
(See [Vocational Educational Training As A Primary Activity](#))
- B. The Jobs case manager completes the following:
  - 1. Collaborate with the program funding the training to determine that vocational education/ training assignment criteria are met.  
(See [Vocational Educational Training Assignment Criteria](#))
  - 2. Complete the *Occupational Training Referral Information Release Authorization* (JA-076 English or JA-076-S Spanish). Do not send it to the provider, but place the form in the participant's case record unless needed to verify attendance and progress.
  - 3. Use the funding program's records and verification, where possible, to determine progress and compliance.
  - 4. Make every effort to work cooperatively with the funding program in mutually supporting the participant's educational and training activities and to avoid duplication of services.

### **511 ALREADY ENROLLED IN EDUCATIONAL TRAINING**

A participant, who wishes to continue their education, should not be discouraged from doing so. The Jobs case manager must explain the participation requirements and assist the participant in making that decision.

Participants who are already enrolled in either vocational or technical training at an accredited institution at the time they are registered in the Jobs Program must have their educational training activities approved as vocational educational training when they meet the criteria outlined in this section.

**.01 Approving Educational Training as a Primary Activity**

This criteria applies to **all** participants already enrolled in employment and training. In addition to the vocational educational training limitations in [Vocational Education/Training As A Primary](#), certain criteria must be met in order to approve the post secondary employment and training as a work activity. As part of the criteria, participants must meet the following:

- A. Be in good standing with the school and must be making satisfactory progress in the course, as defined by the education or training facility.
- B. Obtain a **Program of Study** document from the school or training facility containing a semester-by-semester schedule of classes required for the degree and the anticipated graduation date. The **Program of Study** document must be signed by the school's authorized advisor or counselor.

NOTE: When all of the above criteria are met, ensure that the activity hours are added to the *Employment Plan* in both the case record and JAS.

**.02 Denying Educational Training as a Primary Activity**

When the educational training program cannot be approved as a primary activity for a participant already enrolled, (see [Vocational Educational Training As A Primary Activity](#) and [Vocational Educational Training As A Secondary Activity](#)) the Jobs case manager must take the following actions:

- 1. Participants not attending accredited classes must be assigned to primary activities immediately.
- 2. When the participant is currently attending classes at a community college or university not meeting [vocational education as a primary activity](#), the participant must be assigned primary activities in addition to attending classes.

**512 HIGH SCHOOL/SECONDARY EDUCATION AND GED PREPARATION**

Jobs participants who lack a high school diploma or General Education Diploma (GED) may be offered a high school program or GED preparation. Satisfactory attendance in high school/secondary education or GED preparation meets the requirement as a primary activity for single teen custodial parents who are heads of household or married teen parents under age 20, or dependent teens age 16 through 18, who do not have a high school diploma or GED.

When the participant has not made satisfactory progress in high school in the past, every effort must be made to assign the participant to an alternative school or GED class.

Each participant must be assessed and tested for entry into the GED activity. Assessment may be completed within two weeks of entering the program.



Participants 20 years of age or older without a high school diploma or its equivalent should be referred to basic educational activities as secondary activities when their assessment and test results indicate a reading grade level at or above the sixth grade. For participants below the sixth grade level, see [Remedial Education](#).

High school/secondary education and (GED) preparation is keyed as **GED** in JAS.

### 513 EDUCATION DIRECTLY RELATED TO EMPLOYMENT (ESOL AND REMEDIAL EDUCATION)

Jobs participants who lack a high school diploma or GED, or who do not speak English, may be offered ESOL or remedial education when needed in order to implement the *Employment Plan*. These activities may be either a primary or secondary activity.

#### **.01 Teen Custodial Parents - Heads of Household**

- A. Participation in educational activities is required as a condition of eligibility for TANF cash assistance, for single teen custodial parents who are heads of household under age 18, and who do not have a high school diploma or a GED.
- B. For single teen custodial parents who are heads of household or married teen parents under age 20 who do not have a high school diploma or GED, participation in education directly related to employment meets required participation in primary activities when the hours of participation in these activities are a minimum of 20 hours per week as averaged over the month.
- C. Teen custodial parents may participate in ESOL or remedial education as a primary activity in conjunction with a high school or GED course of study leading to a high school diploma or GED. In such instances, ESOL participation hours are noted as **GED** in JAS. (See [High School/Secondary Education and GED Preparation](#))
- D. Teen custodial parents who are heads of households (age 16-18) who are not attending educational activities, or who have already received a high school diploma or GED, must engage in federally mandated work activities for a maximum of 40 hours but not less than 30 hours per week.

#### **.02 Dependent Teens - Not Heads of Household**

Participation in educational activities is required as a condition of eligibility for TANF cash assistance for dependent teen children age 16 through 18 who do not have a high school diploma or a GED.

- A. Participation in remedial education or ESOL may be combined with high school or GED activities (see [High School/Secondary Education and GED Preparation](#)) when needed to help the teen progress.
- B. Participation in educational activities must be recorded for dependent teens as indicated in [Recording Participation](#).

- C. Dependent teens (age 16-18) who are not attending educational activities, or who have already received a high school diploma or GED, must engage in federally mandated work activities. Case managers must schedule these participants in federally mandated work activities for a maximum of 40 hours but not less than 30 hours per week.

### **.03 Adults**

- A. Adult participants who do not have a high school diploma or GED may participate in basic educational activities including ESOL and/or remedial education. Their *Employment Plan*, test results and availability of educational activities determine whether such educational activities will be assigned.
- B. Adult participants may be assigned ESOL or remedial activities as a secondary activity, and may continue participation for up to two years, when necessary to implement the *Employment Plan*.
- C. Education directly related to employment must always be a secondary activity for adults.
- D. Educational activities may be assigned to adults as secondary activities only after the participant meets the following:
  - 1. The requirements in primary activities.
  - 2. Tested the labor market first with job search activities.

### **.04 English for Speakers of Other Languages**

This activity is referred to as **ESL** in JAS.

Participants in this activity receive training that enables them to become more proficient in the English language.

- A. Services may be provided in a classroom setting or by means of one-on-one tutoring.
- B. Assessments are required only when placing the participant in a program that requires screening.
- C. Participants who are non-English speaking or those with little English language skills are assigned to this activity when this activity is required to implement their *Employment Plan*.

### **.05 Remedial Education**

This activity is recorded as **REM** in JAS.

The purpose of this activity is to provide basic literacy skills, or other basic education not otherwise specified, in a classroom or in a one-on-one setting to participants who are functioning at or below the fifth grade level. This activity enables participants to continue their formal education or to more effectively compete in the labor market.

A. Testing

Each participant must be assessed to determine reading and math grade levels. Assessment tests are conducted by local literacy programs, ABE/GED providers, the Jobs case manager, or other providers. (See [Assessment](#))

B. Assignment Criteria

Participants whose reading level is at or below the fifth grade level, or who have demonstrated an inability to participate in Jobs Program activities due to functional illiteracy, are referred to this activity when it is necessary to implement their *Employment Plan*. When reading/math level does not affect implementation of their *Employment Plan*, this activity is optional.

## 514 JOB SKILLS TRAINING

Job skills training is a secondary activity, and is keyed as **SKL** in JAS.

Job skills training consists of training opportunities that enable a participant to become proficient in an occupation or skill necessary to meet their employment goal. Job skills training may be assigned as a secondary activity only when needed to implement the *Employment Plan*.

### .01 Types of Job Skills Training

Job skills training includes the following:

- A. Vocational education/ training continuing after the 12-month time limit for participants already enrolled in education/ training. Such continuation of training as job skills training may continue for up to a maximum of one additional year. (See [Jobs Skills Training Limitation](#))
- B. Vocational education/ training that cannot be assigned as a primary activity due to the 30% limitation.
- C. GED, English for Speakers of Other Languages, or remedial educational activities for adults who have obtained a high school diploma or GED, but whose limitations warrant remediation.
- D. Other educational or training activities not elsewhere specified that are approved as secondary activities.

**.02 Assignment Criteria**

- A. Job skills training may be assigned as a secondary activity after required hours in primary activities are met for participants who meet either of the following:
  - 1. May or may not have a high school diploma or GED.
  - 2. Need such training to implement the *Employment Plan*.
- B. Vocational education/training assignment criteria, as outlined in [Assignment Criteria](#) also apply to Job Skills Training.

**.03 Job Skills Training Limitation**

The maximum time in Jobs Program educational or training activities (as either primary and/or secondary activities) is two years. Under no circumstances will Jobs skills training exceed the two-year maximum.

**515 STATE PARTICIPATION ACTIVITIES**

State Participation Activities are **non-countable** activities and serve to increase the participant's employability skills or barrier removal.

**.01 Supportive Services**

Active participation in a State Participation Activity allows a participant access to some program supportive services: i.e., Bus Passes, TRE, Shelter/Utility Assistance, Assessments, Substance Abuse Referrals.

**.02 Sanction Process**

State Participation Activities are **not** subject to the sanction process.

**.03 Validating Decision to Assign a State Participation Activity**

The Jobs case manager must document the case *Progress Notes* (JA-011) to validate the decision to assign a State Participation Activity.

**.04 Recording and Monitoring**

State Participation Activities will be recorded and monitored in JAS using the same procedures as the **countable** Federal Participation Activities. They will be entered on the *Employment Plan* (NIS060) screen and utilized hours will be updated on the *Participation Update* (NIS140) screen.

.05 Three Categories

The State Participation Activities are separated into the following categories.

A. Barrier Resolution

State participation activities geared toward barrier resolution are the following.

1. **Housing and Utility** can be assigned to a participant who has a barrier to housing or utilities that keeps them from participating in a Federal Participation Activity.

Housing and Utility is keyed as **BRH** in the Activity/Services field, **00014** in the Prov-ID field, and **0047** in the LOC field on the *Employment Plan* (NIS060) screen. The Activity code is **901100**.

2. **Family Issue** can be assigned to a participant who has a family issue prohibiting them from participating in a Federal Participation Activity.

Family Issue is keyed as **BRF** in the Activity/Services field, **00014** in the Prov-ID field, and **0047** in the LOC field on the *Employment Plan* (NIS060) screen. The Activity code is **901110**.

3. **Drug/Alcohol Issue** can be assigned to a participant who has a drug/alcohol issue stopping them from participating in a Federal Participation Activity.

Drug/Alcohol Issue is keyed as **BRD** in the Activity/Services field, **00014** in the Prov-ID field, and **0047** in the LOC field on the *Employment Plan* (NIS060) screen. The Activity code is **901120**.

4. **Child Care Issue** can be assigned to a participant who has a child care issue keeping them from participating in a Federal Participation Activity.

Child Care Issue is keyed as **BRC** in the Activity/Services field, **00014** in the Prov-ID field, and **0047** in the LOC field on the *Employment Plan* (NIS060) screen. The Activity code is **901130**.

5. **Transportation Issue** can be assigned to a participant who has a transportation issue prohibiting them from participating in a Federal Participation Activity.

Transportation Issue is keyed as **BRT** in the Activity/Services field, **00014** in the Prov-ID field, and **0047** in the LOC field on the *Employment Plan* (NIS060) screen. The Activity code is **901140**.

6. **Other Barrier Issue** can be assigned to a participant who has a barrier not specified stopping them from participating in a Federal Participation Activity.

Other Barrier Issue is keyed as **BRC** in the Activity/Services field, **00014** in the Prov-ID field, and **0047** in the LOC field on the *Employment Plan* (NIS060) screen. The Activity code is **901150**.

B. Skills Training

State Participation Activities geared toward skills training are the following.

1. **Parenting Skills** can be assigned to a participant who cannot participate in a Federal Participation Activity but will benefit from attending parenting skills training.

Parenting Skills is keyed as **PSK** in the Activity/Services field, **00014** in the Prov-ID field, and **0047** in the LOC field on the *Employment Plan* (NIS060) screen. The Activity code is **901160**.

2. **Life Skills** can be assigned to a participant who would benefit from life skills and has an issue keeping them from participating in a Federal Participation Activity.

Life Skills is keyed as **LSK** in the Activity/Services field, **00014** in the Prov-ID field, and **0047** in the LOC field on the *Employment Plan* (NIS060) screen. The Activity code is **901170**.

3. **Job Search Workshop** can be assigned to a participant who is scheduled to attend the **skills workshop facilitated by Job Service**. Job Search Workshop is a sub-code that can only be used for a total of 24 hours.

Job Search Workshop is keyed as **JSW** in the Activity/Services field, **00014** in the Prov-ID field, and **0051** in the LOC field on the *Employment Plan* (NIS060) screen. The Activity code is **901300**.

C. Financial Research

State Participation Activities geared toward skills training are the following.

1. **Social Security Benefits** can be assigned to a participant who is deferred from Federal Participation Activities due to a long term disability.

3. Social Security Benefits is keyed as **SSA** in the Activity/Services field, **00014** in the Prov-ID field, and **0049** in the LOC field on the *Employment Plan* (NIS060) screen. The Activity code is **901180**.

2. **Child Support** can be assigned to a participant who would be potentially eligible for child care and has an issue keeping them from participating in a Federal Participation Activity.

Child Support is keyed as **CSA** in the Activity/Services field, **00014** in the Prov-ID field, and **0049** in the LOC field on the *Employment Plan* (NIS060) screen. The Activity code is **901190**.

3. **Job Search Non-Countable** can be scheduled in combination with countable work activities but **is not included** when counting the number of hours needed to meet the Federal participation rate.

Job Search Non-Countable is keyed as **JSN** in the Activity/Services field, **00014** in the Prov-ID field, and **0049** in the LOC field on the *Employment Plan* (NIS060) screen. The Activity code is **901200**.

## 516 MONITORING ACTIVITIES

All Jobs Program primary and secondary work activities must be monitored for participant progress and compliance with assigned activities. This section describes procedures that apply to all activities in general, and to each activity specifically.

The Jobs case manager must monitor all activities on a **weekly** basis, and on a **monthly** basis using the *Participant Progress Report* (JA-017 English or JA-017-S Spanish) unless otherwise specifically stated in the individual activities sections.

### .01 General Monitoring Criteria

The Jobs case manager must monitor and record monitoring results in the case *Progress Notes* (JA-011).

#### A. Regular Contact With The Participant

The Jobs case manager must have at least semi-monthly contact with all families except TPEP and weekly contact with TPEP parents, unless otherwise specified in the individual activity section. The Jobs case manager completes the following:

1. Contact the participant by one of the following methods:
  - a. Telephone.
  - b. An in-person visit.
  - c. A site visit with the participant.

2. Consider and document in the case *Progress Notes* (JA-011) the participant's progress in Jobs Program activities by determining the following:
  - a. Performance in assigned activities.
  - b. Jobs Program Service, or other needs.
  - c. Community Resources.
  - d. Other factors which may be involved in the participant's progress.

B. Gathering Information

Monitoring may be conducted on a weekly, monthly, semi-monthly, quarterly, or semester basis as outlined in the following specific activity sections. Where not otherwise specified, monitoring must be conducted on at least a monthly basis.

**.02 Monitoring Unsubsidized Employment**

All employment described in [Unsubsidized Employment](#) must be monitored by the Jobs case manager for reporting purposes. Employment is counted as a work activity, and information must be keyed timely on the *Employment Plan* (NIS060) and *Employment* (NIS150) screens. Employment information on permanent employment must be reported to the Family Assistance Administration and the Child Care Administration as indicated in this section.

A. Monitoring Factors

1. Monitoring employment consists of obtaining data regarding employer information as well as factors related to job retention and/or potential changes in employment.
2. The Jobs case manager must obtain the following information:
  - a. Wages/salary. When the participant is receiving BELOW the Federal Minimum Wage (FMW), the Jobs case manager must note in the **COMMENTS** field on the *Employment* (NIS150) screen the reason for the participant receiving below the FMW.
  - b. Hours of work.
  - c. Employment benefits.



## B. Methods of Obtaining Information

The Jobs case manager must obtain the information regarding a participant's employment and other information regarding such employment factors as outlined in [Evaluating Offers of Employment](#) from the following sources in the order listed:

1. Contacting the participant by any of the following methods:
  - a. Telephone.
  - b. Sending an *Employment Follow Up/Client* (JB-167) through JAS.
  - c. Email (when the participant is a DES employee).
  - d. A home visit (when approved by the Jobs supervisor).
  - e. A work site visit when both of the following apply:
    - (1) The visit is approved by the Jobs supervisor.
    - (2) It will not adversely affect the participant's job.
2. Checking AZTECS. The Jobs case manager must review the following AZTECS screens:
  - a. Case Profile 1 (CAP1) for revised address or telephone information. When updated information is found, the Jobs case manager must attempt contact again.
  - b. Household Summary (HOSU) for verification of earnings.
3. Contacting the individual and/or the agency that made the job placement.
4. Contacting another individual the Jobs case manager knows will be able to provide information on employment factors.
5. Contacting the employer.
  - a. When the participant reports employment, the Jobs case manager must obtain a *Release of Information* (JA-037) signed by the participant. The release will be available for use when required to contact the employer for follow-up information in the event the participant does not respond to the Jobs case manager's requests.
  - b. The Jobs case manager may contact the employer by any of the following methods:

- (1) Telephone, unless the employer has specifically stated **no telephone calls**.
- (2) Sending the *Employment Follow Up /Employer* (JB-168) through JAS.
- (3) A work site visit when both of the following apply:
  - (a) The visit is approved by the Jobs supervisor.
  - (b) The visit will not adversely affect the participant's job.

C. Monitoring Employment and Concurrent Activities

Employment in which the participant is required to concurrently participate in a Jobs Program activity must be keyed in JAS on the *Employment* (NIS150) screen and must be monitored until the TANF cash assistance case closes. The Jobs case manager completes the following:

1. Key a **Y** in the **FOLLOW-UP** field on the *Employment* screen.
2. Place the participant in a status **14-40** (Participating in activity/Activity and/or work experience).
3. During the employment follow-up, monitor on a weekly basis to ensure that participants are engaging in Jobs Program activities to the greatest extent possible using the *Weekly Time and TRE Report* (JA-012 English or JA-012-S Spanish).
4. Upon completion of the employment follow-up, continue monitoring using the *Weekly Time and TRE Report* until TANF cash assistance is closed.

D. Monitoring Temporary Employment Without Concurrent Activities

The Jobs case manager must key an **N** in the **FOLLOW-UP** field on the *Employment* (NIS150) screen and monitor temporary employment 30 days from the start date to determine whether the employment meets either of the following:

1. Extend to 30 days or more. When the employment will extend to 30 days or more, the Jobs case manager must key a **Y** in the **FOLLOW-UP** field, change the **EMPLOYMENT TYPE** field from **TE** to **PR**, and begin the 90-day follow up. (See [90-Day Follow-Up](#))
2. Has ended. (See [Employment Termination](#))

E. Monitoring Permanent Employment (TANF Open) Without Concurrent Activities

The 90-day follow-up period must be established for cases with employed participants whose hours of employment meet the work participation rate but the earned income is insufficient to cause the TANF cash assistance case to close. The Jobs case manager must continue case management with the goal of helping these participants obtain employment that enables them to become self-sufficient and the TANF cash assistance case closes due to earned income. The Jobs case manager completes the following:

1. Key **permanent countable employment** in JAS.
2. Place the participant in status **22** (Employed (TANF Open)).
3. Assign a 90-day follow-up period by keying a **Y** in the **FOLLOW-UP** field on the *Employment* (NIS150) screen.
4. Continue with case management with the goal of assisting the participant obtain a higher rate of pay or different employment that enables them to become self-sufficient and to close the TANF cash assistance case.
5. Record information received from the 30, 60 90-day employment follow-up in the case *Progress Notes* (JA-011) and on the *Employment* (NIS150) screen in JAS no later than seven workdays following the actual due date.
  - a. When no information was obtained, complete the following:
    - (1) Key a **U**, Unknown, in the **STILL EMPLOYED** field.
    - (2) Update the case *Progress Notes* (JA-011) regarding efforts made to obtain information.
    - (3) Treat the employment as ended and follow procedures outlined in [Employment Termination](#).
  - b. When the participant is no longer employed and has not started new employment, see [Employment Termination](#).
6. When the 30, 60, 90-day follow-up period has ended and the participant's income is still insufficient to close the TANF cash assistance case, the following applies:
  - a. The participant remains in a status **22** code.
  - b. The Jobs case manager continues case management to assist the participant in obtaining a higher rate of pay or different employment sufficient to close the TANF cash assistance case.

7. When the TANF cash assistance case is closed **after** the 90-day follow-up period, the Jobs case manager must determine the correct status/reason code to close the Jobs case.
  - a. When the TANF cash assistance case was closed because the participant obtained employment sufficient to close the TANF cash assistance case, the Jobs case manager will complete both of the following actions to ensure the true sequence of events is tracked in JAS.
    - (1) Update the participant to a status **23** code (Employed/TANF Closed).
    - (2) Close the Jobs case with status **26** (Closure: Employed through 90-day follow-up).
    - (3) See [Payment Processing for Closed Cases](#) when payment is needed for Transitional Services or Extended Services after the Jobs case is closed.
  - b. When the TANF cash assistance case was closed and the participant is not employed, the Jobs case manager will close the Jobs case with status code **30** (Closure: After EP Developed) and reason code **32** (Closure: Not a CA/FS recipient).

F. Monitoring Permanent Employment (TANF Closed) Without Concurrent Activities

The 90-day follow-up period must be established for cases with employed participants whose earned income causes the TANF cash assistance case to close. The Jobs case manager completes the following:

1. Key **permanent countable employment** in JAS.
2. Assign a 90-day follow-up period by keying a **Y** in the **FOLLOW-UP** field on the *Employment* (NIS150) screen to indicate that monitoring must be conducted on the employment at 30-day intervals. JAS automatically generates alerts notifying the case manager to conduct employment follow-ups for 30, 60, and 90 days.
3. Place the participant in status **23** (Employed (TANF Closed)).
4. Record information received from the 90-day employment follow-up monitoring process in the case *Progress Notes* (JA-011).
5. Key 90-day follow-up information obtained through the monitoring process on the *Employment* (NIS150) screen in JAS no later than seven workdays following the actual due date.

- a. When no information was obtained, complete the following:
    - (1) Key a **U**, Unknown, in the **STILL EMPLOYED** field.
    - (2) Place copies of the contact letters in the case record.
    - (3) Treat the employment as ended and follow procedures [Employment Termination](#).
    - (4) Briefly update the case *Progress Notes* (JA-011) regarding efforts made to obtain information.
  - b. When the participant is no longer employed and has not started new employment, see [Employment Termination](#).
6. Close the Jobs case with status **26** (Closure: Employed through 90-day follow-up) at the end of the 90-day follow-up period.
  7. If Jobs Program Transitional Services or Jobs Program Extended Services are needed after the Jobs case closure, see [Payment for Closed Cases](#).
- G. Changes in Employers
1. When a participant is no longer employed by the original employer, but is employed by another employer, the Jobs case manager must determine if the new employment meets the full-time [employment criteria](#) or if the participant will be required to concurrently participate in another work activity.
  2. To update the **new** employment on the *Employment* (NIS150) screen, the case manager will complete the following:
    - a. On the *Employment* (NIS150) screen for the **original** employer:
      - (1) Change the TYPE OF EMPT field to OE (Original Employment).
      - (2) Enter a **Y** in the STILL EMPLOYED field.
    - b. Enter the **new** employment information on the *Employment* (NIS150) screen using the same plan begin and end dates that are on the *Employment Plan* (NIS060) screen based on the original employment. Document the actual hire date in the space allotted for additional comments on the screen.
      - (1) An **N** automatically defaults in the follow-up field for the new employer.

- (2) Continue to record the 30, 60, and 90-day follow-up information on the original employment.

H. Employment Termination

1. When the participant's only employment terminates and subsequent employment has not been obtained, and the TANF cash assistance remains open, the Jobs case manager will do the following:
  - a. Reassess the participant for assignment to new work activities.
  - b. Update the PLN END DT field on the *Employment Plan* (NIS060) screen with the date the participant left the employment. Close out "EMP" as an activity and update the *Employment Plan* (NIS060) screen with the new work activities.
  - c. Enter an **N** in the STILL EMPLOYED field on the *Employment* (NIS150) screen. Document the actual date of termination in the space allotted for comments on the screen.
  - d. Update the Jobs **status** and **reason** codes.

**Note:** If the participant is no longer receiving TANF cash assistance the case should be closed in JAS.
2. When a participant was employed part-time by more than one employer and one of the jobs terminates, the Jobs case manager will do the following:
  - a. Determine if the remaining employment meets the full-time employment criteria.
  - b. Reassess the participant for assignment to new work activities if required to concurrently participate in another work activity.
  - c. Enter an **N** in the STILL EMPLOYED field on the *Employment* (NIS150) screen. Document the actual date of termination in the space allotted for comments on the screen.
  - d. Update the **status** and **reason** codes if an additional activity needs to be added to meet participation requirements.

**Note:** If the participant is no longer receiving TANF cash assistance, the case should be closed in JAS.

**.03 Monitoring Subsidized Employment - JOBSTART**

JOBSTART has specific monitoring requirements and forms. (See [Monitoring JOBSTART Participation and Payments to Participants](#))

**.04 Monitoring On-the-Job Training**

The Jobs case manager must use the following procedures to monitor On-the-Job Training.

- A. To monitor On-the-Job Training, the Jobs case manager completes the following:
  1. Key On-the-Job Training on the *Employment* (NIS150) screen in JAS and key **N** in the **FOLLOW-UP** field.
  2. Key **OJT** on the *Employment Plan* (NIS060) screen in JAS. The participant is required to submit a *Weekly Time and TRE Report* (JA-012 English or JA-012-S Spanish) weekly during the training period. JAS automatically updates participation information according to the information on the *Employment Plan* screen. The Jobs case manager must update the *Client Participation Update* (NIS140) screen only when the *Weekly Time and TRE Report* (JA-012 English or JA-012-S) Spanish) indicates a change in hours for the week reported.
  3. Complete the monthly employer reimbursement process by reviewing the *On-the-Job Training Monthly Report and Invoice* (JOB-1003A). Complete Part II, Accounting Information, and submit the form to the Jobs Payment Unit within seven calendar days of receipt. Monthly monitoring must continue throughout the training period.
- B. At the conclusion of the On-the-Job Training period when the trainee has been hired, the Jobs case manager must update the *Employment* (NIS150) screen as follows:
  1. For the On-the-Job Training employment, key the following:
    - a. The training period **termination date** in the **PLN END DT** field.
    - b. The termination code **PH**, Permanent Hire, in the **TERM CODE** field.
  2. For the permanent employment, select Add New Employer and key the following:
    - a. The employment code **PJ**, Permanent hire from On-the-Job Training, in the **TYPE OF EMPT** field.

- b. The permanent employment information.
  - c. **Y** in the **FOLLOW UP** field. Record employment follow-up for On-the-Job Training participants for three months; three months is the period for which On-the-Job Training employers guarantee employment.
- 3. Key **monthly** employment **follow-ups** for three months on the new screen.
  - 4. At the end of the three-month employment follow-up period, the Jobs case will close.

#### **.05 Monitoring Unpaid Work Experience**

In addition to general monitoring procedures, unpaid work experience assignments must be reassessed monthly to determine whether the assignment remains appropriate.

- A. When placed in unpaid work experience by the Jobs case manager, monitoring includes comparing the information received from the provider to the skills and expected competency dates outlined on the *Training Plan for Unpaid Work Experience Activities* (JA-044 English or JA-044-S Spanish) to determine whether the participant is acquiring the skills outlined within the specified time frames. When the participant is not meeting the skills and time frame goals as projected, the Jobs case manager must determine the reasons and complete one of the following, as appropriate:
  - 1. Modify the *Employment Plan* and/or training plan.
  - 2. Arrange a work experience assignment in a different facility or occupation that would be more beneficial to the participant.
- B. The Jobs case manager must record the factors involved in making these decisions in the case *Progress Notes* (JA-011).

#### **.06 Monitoring Community Service Programs**

In addition to general monitoring procedures, community service programs must be monitored weekly to determine whether the participant can be assigned to other primary activities.

#### **.07 Monitoring Vocational Education/ Training**

In addition to general monitoring procedures, the Jobs case manager must monitor vocational education/ training activities for satisfactory progress monthly when possible, but no less frequently than quarterly.



## A. Community Colleges and Universities

Community Colleges and universities generate regular progress reports that may be used to evaluate the participant's progress in vocational education/ training activities. The following progress reports may be used:

1. Semester grade reports and grade point average (GPA).
2. Mid-term evaluations (when furnished).

## B. Private Schools and Skill Centers

Private Schools and Skill Centers furnish monthly progress reports using either the Jobs *Participant Progress Report* (JA-017 English or JA-017-S Spanish) or the facility's attendance record. Progress reports include the following information:

1. Current grade point average (GPA) or comparable information.
2. Projected program completion date.
3. Changes to the course of study or class schedule.

## C. Criteria for Satisfactory Progress

1. A participant is considered to be making satisfactory progress if he or she meets the following:
  - a. Achieving the standards required by the institution for obtaining the degree, certificate, license, or diploma.
  - b. Making progress that will allow completion of the training program within the time limit in the *Employment Plan*.
2. When a participant is not making satisfactory progress, the Jobs case manager must assess the reasons for unsatisfactory progress and the likelihood of the participant's achieving the standard by the end of the time limit in the *Employment Plan*.
  - a. When the participant is complying with Jobs Program requirements, attending and meeting class requirements, and the Jobs case manager believes the participant can, with some additional assistance, make satisfactory progress, the Jobs case manager completes the following:
    - (1) Work with the participant to identify alternatives such as tutors or remediation.

- (2) Allow the participant to continue in vocational/ educational training activities when he or she provides a written corrective action plan that the Jobs case manager believes will result in completion of the program according to the institution's standards within the time limit in the *Employment Plan*.
- b. When the Jobs case manager believes that the participant will not achieve the standard by the end of the time limit, and the participant is complying with Jobs Program requirements, attending and meeting class requirements, the participant must be assigned to other Jobs Program activities.
- c. When the participant is not making satisfactory progress due to not attending training or completing assignments, see [Sanctioning and Withholding](#).
3. The Jobs case manager must record the factors used in evaluating the participant's progress, and subsequent actions taken, in the case *Progress Notes* (JA-011).

#### **.08 Monitoring High School/Secondary Education or GED Preparation**

Monitoring high school/secondary education or GED preparation is based on the following factors specific to teen parents or adults:

##### **A. Teen Parents**

Teen parents must be monitored weekly for **satisfactory attendance** in educational activities as defined by the institution. (See [Participation](#))

Monitoring must be completed as follows:

1. Weekly, utilizing the *Weekly Time and TRE Report* (JA-012 English or JA-012-S Spanish).
2. Quarterly, utilizing the *Participant Progress Report* (JA-017 English or JA-017-S Spanish).
3. Take into consideration satisfactory progress.
  - a. While monitoring is conducted primarily for *satisfactory attendance*, the Jobs case manager must also be concerned with the teen parent's satisfactory progress in order to help him or her succeed.
  - b. Monitoring information may also be obtained through school report cards. Arrangements for receiving copies can be made with the school and the parent/guardian.

- c. All efforts must be made to keep teen parents in secondary school activities or alternative educational programs.

B. Adults

Adults must be monitored weekly for participation, and at least quarterly for **satisfactory progress** in educational activities. Monitoring must be completed as follows:

1. Weekly, utilizing the *Weekly Time and TRE Report* (JA-012 English or JA-012-S Spanish).
2. Quarterly, utilizing the *Participant Progress Report* (JA-017 English or JA-017-S Spanish). The following factors must be evaluated:
  - a. The Jobs case manager must determine whether the participant is meeting a consistent standard of progress based on the written policy of the institution or program and approved by the Jobs Program. Examples of the standards include all of the following:
    - (1) Passing grade levels.
    - (2) Achieving a grade point average (GPA) that allows graduation or completion of activity.
    - (3) Achieving competency or proficiency in subject areas.
  - b. Based on the *Employment Plan* and the institution's statements, the Jobs case manager must determine whether the participant is progressing to meet established time frames for completion.
  - c. When the participant is not making satisfactory progress, the Jobs case manager must complete a reassessment with the participant.
    - (1) When the participant can make progress, the Jobs case manager must identify and review with the participant alternative providers, tutoring options and allowable alternative activities.
    - (2) When the participant cannot succeed, other Jobs Program activities must be considered.

- (3) When the participant is not making progress but is present in classes and attempting to complete the assignments, the Jobs case manager must identify the cause. The Jobs case manager must confer with the educational provider to work toward resolution.
- (4) When the participant is not making progress due to absences and/or failure to complete assignments, see [Sanctioning and Withholding](#).

**.09 Monitoring Education Directly Related to Employment (English for Speakers of Other Languages and Remedial Education)**

See [Monitoring High School/Secondary Education or GED Preparation](#) for monitoring criteria that apply to teen parents and adults engaged in education directly related to employment (English for Speakers of Other Languages and Remedial Education).

**.10 Monitoring Job Skills Training**

See [Monitoring Vocational Education/ Training](#) for monitoring criteria that apply to Job Skills Training.

**GUIDELINES FOR SELF-EMPLOYMENT**

The Jobs case manager must evaluate a participant's desire to be self-employed on a case-by-case basis and must incorporate plans for such employment into the participant's employment plan where feasible.

The Jobs case manager must consider the following questions in evaluating the feasibility of the participant's proposed self-employment:

- Is the participant's desire to be self-employed the result of realistic planning and ideas?
- Does the participant have a previous history of failing at efforts to become self-employed?
- Is the participant able to explain how, when, and where the home business will be operated?
- Is the self-employment likely to lead to independence from TANF cash assistance?
- Has the participant established goals (short- and long-term) that are realistic and achievable?
- Is there a demand for such services or products in the local labor market? Does the participant have the experience, training or education that the occupation requires?
- Could the Jobs Program provide education or training that would help the participant succeed?

(NOTE: Odd jobs or piecework is not considered self-employment.)

The Jobs case manager must evaluate the following regarding the participant's progress on a regular and prearranged basis:

- Has the participant achieved the self-employment goals that were established prior to beginning the self-employment?
- Is the participant treating the self-employment as a serious business by obtaining required licensing, tax information, and other commonly accepted requisites appropriate to the particular type of business they are operating?
- Is the participant earning enough money to become independent of TANF cash assistance?
- If not, when is it expected that he or she will become self-sufficient?
- Is the participant's business or service growing?
- Is their income growing?
- Is the participant's attitude positive and is he or she confident of success?

**GUIDELINES FOR SELF-EMPLOYMENT (cont)**

The Jobs case manager must take corrective action when goals are not being met. Corrective action must take the form of a revision to the employment plan or a full reassessment of the participant's employment goal considering the following

- Why is the participant failing to meet their self-employment goals?
- Is the market failing to support the business?
- Is the participant's income failing to meet expectations?
- Is the business or service growing?
- Should the self-employment be terminated?
- Would a revision of the plan have a positive impact?
- Should the participant be placed back into a work activity that will lead to self-sufficiency?

Self-employment may be appropriately considered as a long-term goal. This goal could be incorporated into the employment plan and Jobs Program activities could be scheduled that would lead toward that long-term goal. Conversely, self-employment could be short-term, part-time employment to be used with Jobs Program activities that lead toward another long-term goal. In any event, each participant's unique circumstances should be assessed.

Self-employment must be keyed and tracked in JAS just as any other type of employment. It is considered job entry and countable for participation purposes.

**ON-THE-JOB TRAINING MENTOR GUIDELINES**

The Jobs Program: Arizona's Welfare-to-Work Program

The mission of the Jobs Program is to transition public assistance recipients to employment that will lead to economic independence. Through a basic expectation that if given needed work support services, adults can and should work. The Jobs Program is fulfilling that mission.

Many Jobs participants enter the program with little or no work history or work skills. On-the-Job Training (OJT) is a means of providing participants with the opportunity to earn money while learning job skills. In addition to paid training, OJT also provides the opportunity for continued employment at the conclusion of the training period, and the possibility of career advancement.

Because many Jobs participants come from backgrounds of little or no work experience, they have not developed some of the basic work place skills such as how to get along with coworkers and supervisors, how to dress appropriately, and how to communicate effectively with coworkers and supervisors. Many participants also lack self-confidence and have low self-esteem.

**YOUR ROLE AS MENTOR**

As a mentor, your role is to serve as a resource person and model to the OJT trainee. Your initial tasks include showing the trainee around the job site, acquainting him or her with the location of the restrooms, cafeteria or lunchroom, parking facilities, and any other site he or she might need.

A very important part of your role is demonstrating how to perform the duties of the job. The trainee also needs to know to whom he or she will report, and who to contact when problems arise with equipment or procedures. You should be sure to advise the trainee of the acceptable reasons for being late or absent, and what the procedure is for those occasions.

As a resource person for the trainee, tell him or her the basic rules of the job, such as the dress code, when to take breaks, and any other information common to all other workers. By doing this, you can help the trainee successfully adjust to the new job.

Once the trainee has become familiar with the job, your role as a resource person continues as you help the trainee being accessible for the following:

Answering questions

- ✓ Providing constructive feedback about how he or she is doing
- ✓ Pointing out things that are causing problems, such as inappropriate dress or behavior
- ✓ Helping the trainee resolve work-related problems he/she brings to you
- ✓ Supporting the trainee in stressful times and encouraging him/her to continue to improve.

**ON-THE-JOB TRAINING MENTOR GUIDELINES (cont)**

It is beneficial to schedule a regular meeting with the trainee to discuss how they are adjusting and give the trainee an opportunity to bring up any problems he or she may have. You may also want to ask the trainee whether you are providing the kind of information and support he or she needs.

In your discussions, it is important to be professional and consistent. Commend the trainee's good performance, and provide constructive feedback about how to improve unacceptable performance. One of the most important things you can offer is to be a good listener. By assuring the trainee that your discussions are confidential, and keeping that confidence, you build a trusting relationship with which to support the trainee as he or she successfully completes the training period.

When serious problems arise, and the trainee does not respond to your efforts to provide solutions, it's important to let the trainee's Jobs Case Manager (\_\_\_\_name\_\_\_\_, \_\_\_\_telephone number\_\_\_\_) know additional help is needed.



**TEMPORARY EMPLOYMENT PROCEDURES**

When a participant is employed through a temporary agency working for a company (XYZ Company) and the employment is expected to last 30 days or more and is full time employment, the case manager must key the employment type code **PR** in the **TYPE OF EMPT** field on the *Employment* (NIS151) screen. The employment through the temporary agency is one placement.

When the employment through XYZ Company becomes permanent, the Jobs case manager must complete the following:

1. Key the last day worked for the temporary service in the **PLN END DT** field on the *Employment* screen.
2. Add the new employment with XYZ Company on a new *Employment* screen.
3. Key the employment code **OE**, Other Employment, in the **TYPE OF EMPT** field on the new XYZ Company *Employment* screen.

NOTE: By keying **OE** on the XYZ Company *Employment* screen, the **FOLLOW-UP** field is protected and does not allow the case manager to key a **Y** into that field. Thus making the 90-day follow-up period start with the date the participant went to work for the temporary agency. The case manager must continue to key **Y** on the follow-up screen of the temporary agency employment.

The employment with XYZ Company would have been another placement.

The status reason code is **22** for open TANF cash assistance.

If the temporary agency employment were expected to last less than 30 days, the code would be **TE** with no follow-up. If the participant was hired full time by XYZ Company during this time, the case manager would close the temporary agency employment, key placement of XYZ Company with the **PR** code and the 90-day follow-up would be under the XYZ Company placement.

ARIZONA DEPARTMENT OF ECONOMIC SECURITY



ARIZONA JOBS PROGRAM

PROGRAM INSTRUCTIONS: DES 2-10.600

SUBJECT: TWO PARENT EMPLOYMENT PROGRAM (TPEP)

**600 TWO PARENT EMPLOYMENT PROGRAM (TPEP)**

TPEP is a time-limited cash assistance program. TPEP helps families whose parents both reside in the home, have a common child, are not disabled, and fail to provide parental financial support due to the unemployment or underemployment of the primary wage-earning parent. TPEP households are potentially eligible for TANF cash assistance for six months within a 12-month period.

**601 TPEP REFERRAL AND SELECTION**

The TPEP referral and selection process is a shared effort between the Family Assistance Administration (FAA) and the Jobs Program.

**.01 FAA TPEP Referral**

When the TPEP TANF cash assistance application is found to be eligible, except for participation in work activities for three days, the referral and selection process begins.

A. FAA staff informs TPEP parents they have been pre-approved by sending the *TPEP Pre-approval Notice* (A140).

1. The *TPEP Pre-Approval Notice* informs the TPEP parents of the following:
  - a. Location of the Jobs local office to which they have been referred for case management.
  - b. Jobs local office telephone number for child care, transportation, or translation services that are needed to attend the Welcome Meeting.
  - c. Final date they must report to the Jobs local office, or TPEP benefits will be denied.
  - d. Importance of completing Jobs activities at least three days in a row for a TPEP payment to be issued, and that payments are issued on the 1st and 15th of each month as long as the participants meet TPEP requirements.
  - e. Amount of the TPEP payment.
  - f. Consequences of not working with Jobs.

- B. TPEP parents are instructed to take the *TPEP Pre-approval Notice* (A140) and report to the Jobs local office, although possession of the notice is not required to begin participation with the Jobs Program. (See [Jobs TPEP Selection](#))

## **.02 Jobs TPEP Selection**

The Jobs Program does not initiate or make first contact with the TPEP parents. The Jobs case manager does not select a TPEP parent until they report to the Jobs local office.

- A. When TPEP parents come into the Jobs local office and do not have the *TPEP Pre-Approval Notice* (A140), the Jobs case manager must check the NOHS (Notice History Summary) screen in AZTECS to determine whether a pre-approval notice was issued.
  - 1. When a notice **was issued**, the Jobs case manager will print the notice, place a copy in the case record, and begin activities and/or services.
  - 2. When a pre-approval notice **was not issued**, the Jobs case manager must advise the parents that Jobs services cannot begin until FAA issues the pre-approval notice.
- B. FAA staff may telephone designated Jobs case managers, advising them that TANF cash assistance has been pre-approved for TPEP parents in order to expedite Jobs activities.
- C. When it has been verified that FAA has issued the *TPEP Pre-Approval Notice* (A140), the Jobs case manager will select the TPEP parents for participation. To select a TPEP parent for participation, the Jobs case manager accesses the *FAA Referral Inquiry Selection* (NIS010) screen and keys a **W** in the field to the left of the name of the parent who is to be selected.

## **.03 Failure to Report to the Jobs Local Office/Complete Three Days Activities**

TPEP parents identified in the *TPEP Pre-Approval Notice* (A140) must report to the Jobs local office and complete three days of participation by the tenth calendar day following the pre-approval notice mailing date before they can receive the initial TPEP benefits.

- A. When the TPEP parents have failed to report to the Jobs local office within eight days after the pre-approval notice date, the following applies.
  - 1. The Jobs case manager is unaware of the failure to report; therefore, there is no action to be taken by the Jobs case manager.

2. FAA staff will deny the application for TPEP TANF cash assistance after 10 calendar days if the Jobs case manager has not keyed a **Y** in the compliance field on the *Client Participation Update Screen* (NIS140).

B. When the TPEP parents report to the Jobs local office but, without good cause, fail to complete the initial three days of participation by the tenth calendar day following the pre-approval notice mailing date, FAA staff will deny the application for TPEP TANF cash assistance.

## 602 TPEP ORIENTATION, ASSESSMENT, & DEFERRALS

The orientation and initial introduction to work requirements is presented to TPEP cash assistance applicants before their eligibility interview.

### .01 Orientation

The following is included in the Orientation.

- A. TPEP applicants are required to complete and sign the *Personal Responsibility Agreement (PRA)* (FA-157). By signing the PRA, TPEP applicants indicate their understanding and acceptance of their personal responsibility to prepare for and accept employment.
- B. Department staff will explain to the TPEP applicants the TPEP work participation requirements, the requirement to complete and sign the *Personal Responsibility Agreement* (FA-157), and the need to report to the Jobs local office and complete three days of participation by the tenth calendar day following the pre-approval notice mailing date before they can receive the initial TPEP benefits

### .02 Initial Assessment/Release of Initial Benefits/Ongoing Assessment

The TPEP assessment is a three-part process comprised of the: Initial Assessment, Release of Benefits, and Ongoing Assessment.

A. Preliminary Jobs Program Assessment

As part of the TPEP eligibility requirement, TPEP parents with a participation code of **IN** or **UM** on the AZTECS SEPA screen must attend the Preliminary Jobs Program Assessment, unless they have received CA from Arizona or another state in the month of application.

The Preliminary Jobs Program Assessment is considered day one (1) of the three days of required activity before TPEP can be released.

B. Initial Assessment

When TPEP parents report to the Jobs local office for compliance of the three days of activities, the Jobs case manager must complete the following actions.

1. Verify the referral from FAA. (See [Jobs TPEP Selection](#))
2. Review the names of the parent(s) to participate.
3. Review the AFRD screen in AZTECS to determine that TANF cash assistance benefits are on hold.
4. Select a TPEP parent for participation by accessing the *FAA Referral Inquiry Selection* (NIS010) screen and key a **W** in the field to the left of the name of the parent who is to be selected.

**This process must be repeated for each parent that is required to participate.**

5. Complete the [Jobs Welcome Meeting](#) and initial [Assessment](#).
6. Schedule two more days of primary activities.
7. Schedule an appointment date and time for the TPEP parent to return to the Jobs local office. The appointment should be no later than the afternoon of the third day.

C. Release of TPEP Initial Benefits

In order to release initial benefits, the Jobs case manager must verify that the TPEP parent(s) have completed the three days of assigned activities.

1. When the parent(s) attended the initial assessment and **have** completed the additional two days of assigned activities, the following actions must be completed to release initial benefits.
  - a. Key the hours of participation on the *Client Participation Update* (NIS140) screen in JAS.
  - b. Key a **Y** in the Compliance line of the *Client Participation Update* (NIS140) screen in JAS.

NOTE: JAS interfaces with AZTECS to release the semi-monthly payments that were authorized and put on hold by the FAA worker at pre-approval.

2. When the parent(s) have attended the initial assessment but **have not** completed the additional 2 days of assigned activities, the TPEP household is not eligible for TPEP benefits. Complete the actions outlined in [TPEP: Failure or Refusal to Participate at the Jobs Welcome Meeting](#).

D. Ongoing Assessment

1. The Jobs case manager will assist the TPEP parent(s) in establishing an [employment plan](#) with a planned series of actions to reach that goal.

2. The *Progress Notes* (JA-011) must be documented with the reasoning that lead to planned actions.

### .03 TPEP Deferrals

Jobs may temporarily defer only one parent in a TPEP family. A TPEP parent is eligible for a temporary deferral from participation when they meet TPEP temporary deferral criteria.

A. Following is TPEP temporary deferral criteria.

1. Has a disability of a temporary nature that is expected to last **less than** 30 days.
  - a. A TPEP parent is required to provide verification of an illness.
    - (1) The Jobs case manager **must** assist the participant in obtaining verification when assistance is requested or when the participant has already provided verification to another DES entity, e.g., FAA.
    - (2) Verification for a temporary disability can include a written disability statement by a [licensed physician](#) or other personnel acting on the doctor's behalf. Physician's statements to determine temporary deferrals for disability must include the following:
      - (a) Employment limitations, including the extent and duration of any limitations.
      - (b) A specified period of disability.
      - (c) A prognosis for recovery.
      - (d) A statement of any reasonable accommodations that would enable the participant to work or participate.
      - (e) The date re-examination or re-evaluation is recommended.
  - b. When the disability is expected to last **more than** 30 days, the family is not a TPEP family. Deprivation would be based on the parent being disabled, not based on unemployment.
    - (1) When this is an **initial** referral the following applies.
      - (a) The Jobs case manager must not process the case as a TPEP case.

- (b) The Jobs case manager must advise FAA and request the AZTECS coding be changed to remove TPEP identifying information.
    - (c) FAA will determine TANF cash assistance eligibility based on disability of the parent.
  - (2) When the Jobs case manager becomes aware of a disability **after the TPEP case is approved**, the Jobs case manager must immediately place the parent in the appropriate deferral code and notify FAA, via SYSM, that the case is no longer TPEP.
- 2. Is a victim of domestic violence whose participation in work activities may cause an immediate threat to the safety of the victim or child(ren) residing with the participant. The participant is allowed to define their perception of immediate threat. (See [Domestic Violence](#)). The participant may be temporarily deferred for the following time frame.
  - a. The period of time the participant needs to make changes in circumstances that will enable the participant to safely participate in work activities.
  - b. Up to a maximum of six months per incident.
- 3. Is personally caring for and residing in the home of a family member (not the other TPEP parent) who has a physical or mental disability as verified by a licensed physician. (See [Establishing Temporary Disability](#))
  - a. This deferral is allowed only when no other suitable member of the household is available or able to provide care.
  - b. Only one TPEP parent may be temporarily deferred from participation for this reason.
  - c. Participants caring for a disabled family member are temporarily deferred from work requirements.
- B. The Jobs case manager will update the Status Change Screen in JAS with the appropriate following status and reason codes to denote the TPEP temporary deferral reason.
  - 1. **50-51** - Temporary deferral/Deferred due to domestic violence.
  - 2. **50-52** - Temporary deferral/Deferred due to disability. When placing an individual in a **50-52** status-reason code, one of the following must be entered in the **Deferral Type**:

- a. **SS** = Applied for Social Security Benefits.
  - b. **ST** = Short Term Disability (six months or less).
  - c. **LT** = Long Term Disability (greater than six months).
- 3. **50-53** - Temporary deferral/Deferred due to caretaker of disabled family member.
  - 4. **50-55** - Temporary deferral/Deferred teen parent with child under 12 weeks.

### 603 TPEP PARTICIPATION

The work participation rate is the state measurement provided to the federal government to demonstrate that Arizona has met federal work requirements. Failure to meet the minimum work participation rate results in a reduction of Arizona's TANF block grant. For each year thereafter, when the participation rate is not met, the reduction increases.

#### .01 Scheduling TPEP Work Participation Hours

The Federal Participation Rate requires that 90% of two-parent families be engaged in work activities that meet the work participation requirement. The number of hours the TPEP household is required to participate in work activities is dependent on whether the household is receiving subsidized childcare.

TPEP is based on a pay-after-performance premise. Parents are required to participate in planned work activities.

- A. The mandated number of hours required for the TPEP household to be considered actively participating, in compliance and ready to receive payment is as follows:
  - 1. If the TPEP household **receives** subsidized childcare assistance and an adult in the family is not disabled or caring for a severely disabled child, then both parents must be participating in countable work activities for a total average of at least 55 hours per week during the month. At least 50 of the 55 hours per week during the month must be in [Primary Activities](#).
  - 2. If the TPEP household **does not receive** subsidized childcare, the TPEP household must be participating in countable work activities for a total average of at least 35 hours per week during the month. At least 30 of the 35 hours per week during the month must be in [Primary Activities](#).

NOTE: The required 35 participation hours may be from one parent participating or from both parents participating.



- B. Separate case files will be established for both parents, however, these files will be kept together, monitored and case managed as one TPEP household. Local offices must ensure that both parents' case files are current and are represented even if only one parent is actively participating to meet the requirements.
- C. Married teen TPEP parents (under age 20) who are satisfactorily engaging in educational activities countable as primary activities are considered to be meeting the work participation requirement.

Example: A teen taking GED classes (six hours) meets the 30 hour requirements even though GED classes are only available two nights per week. (See [High School/Secondary Education and GED Preparation](#))

## **.02 Recording TPEP Participation Hours**

**Actual** participation hours are keyed on the *Client Participation Update* (NIS140) screen and it is these participation hours that are captured for federal reporting. To record participation, the following steps are completed.

- A. Key the Week Ending Date. (See the [Week Ending Dates Chart](#))
- B. Press <ENTER>
- C. JAS populates the Activity and Scheduled hours for the requested Week Ending Date using information keyed on the *Employment Plan* screen.
- D. Key the verified **actual** hours.
- E. Review and verify the actual participation hours each week.
  - 1. When the **actual** hours are **the same** as those already keyed, take no action. JAS will "roll" the information into the next week.
  - 2. When the **actual** hours are **different** than those already keyed, see A, B, C, and D in this section.

## **604 TPEP WORK ACTIVITIES**

Participation in Jobs work activities is required **before receiving** TPEP benefits.

All work activities must focus on employment of the TPEP parent(s) at the earliest possible opportunity. Unsubsidized employment is the first consideration.

Arizona's EMPOWER Program provides for work activity priorities. All Jobs work activities are a part of the work program model. Work Activities must be assigned as outlined in the [Employment Plan \(EP\)](#). (See [TPEP Participation](#))

All Jobs work activities must be monitored as outlined in [Monitoring Activities](#).

**.01 ONE-STOP EMPLOYMENT AND WORKFORCE INFORMATION SERVICES SYSTEM**

The Jobs case manager must register all employment-focused participants for potential employment matching through the One-Stop Employment and Workforce Information Services System utilizing the Virtual Onestop System (VOS) during the initial interview or when revising the Employment Plan for a participant who will be employment focused.

Participants in the following program or work activities must be registered through the One-Stop Employment and Workforce Information Services System utilizing the Virtual Onestop System (VOS):

- Unpaid Work Experience (UWE)
- ALL Job Search Components (i.e. looking for work; motivational sessions)
- Within one month or less from completing any Training / Educational Component.
- Food Stamp Employment and Training (FS E&T) Program.

Once the participant is registered, the Jobs case manager document the case *Progress Notes* (JA-010) with the action taken.

**.02 Primary Activities**

The following seven (7) activities are federally mandated and are countable toward the work participation rate:

- [Unsubsidized employment](#)
- [Subsidized employment](#)
- [Unpaid Work experience](#)
- [On-the-job training](#)
- [Job search/Job readiness assistance](#)
- [Community service programs](#)
- [Vocational educational training](#)

**.03 Secondary Activities**

Secondary Activities **do not** count toward the federal work participation rate and may be engaged in only after completion of the required hours in primary activities. The following are secondary activities:

- A. Job skills training.
- B. Education directly related to employment.
- C. Satisfactory attendance at secondary school or in a course of study leading to a certificate of general equivalence (GED).

**.04 Job Placement**

Jobs case managers are responsible for recording [job placements](#) of its TPEP parent(s).

**.05 Calculating Federal Labor Standard Act (FLSA) Supplement For UWE Activities**

The Jobs case manager must complete the *FLSA Worksheet* (JOB-1024A) at the conclusion of each month using the actual number of **UWE** hours worked to determine the amount of the FLSA supplement. The following procedure must be used to calculate any supplement due:

- A. Determine the FLSA wage, by **multiplying the total number of actual hours** of UWE worked **by the Federal Minimum Wage (round up)**. The total UWE hours worked are indicated on the *Weekly Time and TRE Report* (JA-012 English or JA-012-S Spanish) submitted by the participant. If both parents are participating, combine the total UWE hours worked by each parent, and use the combined total to determine the FLSA wage.
- B. Determine the **gross amount** of TANF cash assistance and food stamps the household receives by reviewing AZTECS screens *AFDC Benefit History* (AFBH), *FS Benefit History* (FSBH). Add the total TANF cash assistance benefit (including any amount being withheld) to the total food stamp benefit (including any recoupment).
- C. **Compare the benefit total and the FLSA wage total.**
  1. When the benefit total is **less than** the FLSA wage total, the difference is due to the TPEP household as a supplement. One supplement per TPEP household.
  2. When the benefit total is **greater than** the FLSA wage, no supplement is due.
- D. Complete the accounting information on the bottom of the *FLSA Worksheet* (JOB-1024A). The Jobs case manager must access JAS to authorize payment. Authorize the FLSA payment by completing the following:
  - a. **F12** to access the payment input subsystem.
  - b. Tab to the *Add Transaction* (NCA110) screen.
  - c. Tab to the **SERVICE DATE** field.
  - d. Key the **date of service** for the FLSA payment.
  - e. Tab to the **SERVICE/ACTIVITY CODE** field.
  - f. Key **TRE**.
  - g. **F1**; a pop-up window displays. **F8** for the second screen of the pop-up window.

- h. Select the service/activity by keying an X.
  - i. **Press <ENTER>.** All accounting information except the dollar amount required to complete the *Add Transaction* screen will be populated.
  - j. **Add the dollar amount** to be paid.
  - k. **Press <ENTER>.**
    - (3) An edit message displays stating *Please press <ENTER> to continue validation.*
    - (4) The transaction number and the payee's name and address display.
  - l. **Add the accounting information** to the bottom of the *FLSA Worksheet*, initial and date.
  - m. Validate all information for accuracy.
  - n. **Press <ENTER>.**
  - o. An edit message displays stating *Press Enter To Store or F12 to store and route to the Client Participation Update screen.*
  - p. After pressing <ENTER> or F12, another edit message displays stating *Transaction ##### Add Successful; End of Data.*
6. Payments should be processed by the seventh calendar day of the month unless all required *Weekly Time and TRE Report* (JA-012 English or JA-012-S Spanish) have not been received. Payment must NOT be withheld when Weekly Time and TRE Reports are untimely.

## 605 JOBS PROGRAM SERVICES

[Jobs Program Services](#) are available to TPEP parent(s) to enable them to participate in Jobs activities, accept and maintain employment, and to successfully make the transition from TPEP dependence to self-sufficiency. Also see [TPEP TRE Limitations](#).

## 606 DENIAL OF OR WITHHOLDING TPEP BENEFIT PAYMENTS

The intent of the Jobs Program is to assist TPEP parents with case management and services that help to overcome barriers that are restricting them from participating in Jobs activities, accepting and maintaining employment, and to reach self-sufficiency. By doing this, we assist the parent(s) in avoiding the imposition of having TPEP payments withheld and subsequently TPEP case closure.

**.01 TPEP: Failure or Refusal to Participate at the Jobs Welcome Meeting**

TPEP parents must appear at the Jobs local office and complete three consecutive days of Jobs activities or their TPEP TANF cash assistance benefits will not be released. The Jobs Program must provide the parents with transportation, child care, and translation services when need is established and the services are requested. TPEP parents are not selected in JAS until they appear at the Jobs local office for services.

**A. Failure to Report**

When a TPEP parent who is required to participate fails to complete three days of Jobs activities, the Family Assistance Administration (FAA) worker denies the TPEP family's application for TANF cash assistance. Keying JAS is not required.

**B. Failure to Comply Within Time Frames**

The Jobs case manager must close the Jobs case with the appropriate status/reason codes when a TPEP parent attends the Jobs Welcome Meeting but does not complete three consecutive days of initial participation activities within ten calendar days from the date of the *TPEP Pre-Approval Notice* (A140).

1. Prior to closure, the Jobs case manager must submit the case for supervisory review and approval.
2. Following approval by the Jobs supervisor, the Jobs case manager closes the Jobs case with the appropriate Jobs status code and reason code **28** (CA/FS sanctioned/withheld). Reason code **28** (CA/FS sanctioned/withheld) initiates an alert to FAA to deny the TPEP application.

**C. Notification**

TPEP parents who report to Jobs after the prescribed time frames or who do not complete requirements within the time frames, must be advised that they have not fulfilled TPEP work requirements and FAA staff has been notified. The TPEP parent must be advised to wait for a letter from FAA staff for further instructions.

**.02 TPEP: Failure or Refusal to Meet Work Requirements**

TPEP non-compliance procedures differ from All Families sanction procedures in that benefits are withheld. Once the TPEP benefit is withheld for three consecutive payments, the TPEP TANF cash assistance case is closed.

The Jobs case manager must assign appropriate activities and monitor TPEP households weekly following [General Monitoring Criteria](#). TPEP non-compliance occurs when the TPEP participant(s) participated for fewer hours than were scheduled or failed to meet other Jobs Program requirements without good cause.

A. Notification

When the TPEP participant fails or refuses to meet work requirements, the Jobs case manager will complete the following steps.

1. Key the *Request For Good Cause Information* (JB-188 English or JB-388 Spanish) within two workdays. The notice informs the participant of the following.
  - a. The date of non-compliance.
  - b. How the participant failed to comply.
  - c. That the participant must contact the Jobs case manager and provide verification of good cause within ten calendar days from the date the notice is mailed; day one is the day **after** the notice mailed. When the tenth calendar day falls on a weekend or holiday, good cause is accepted on the next workday.
  - d. The consequences when good cause is not established.
2. Update the status/reason code to **24-10** (Pending/Pre-sanction no participation).
3. Update the case *Progress Notes* (JA-011) with sufficient information to support the action taken.

B. Good Cause Established

When the participant establishes good cause within ten calendar days, the Jobs case manager will take the following actions within two workdays.

1. Key the *Good Cause Has Been Established* (JB-104 English or JB-304 Spanish) notice to let the participant know that good cause has been approved.
2. Update JAS with the appropriate status and reason codes.

## C. Good Cause Not Established

When the participant does not establish good cause, the Jobs case manager completes the following actions.

1. Key the *Good Cause Has Not Been Established* (JB-204 English or JB-394 Spanish) notice.
2. Determine the first full month's benefits that can be affected allowing for Notice of Adverse Action (NOAA).

NOTE: The ten day NOAA must expire before the first day of the effective month. See the AZTECS Monthly Production Schedule to determine the last day to request NOAA.

3. Place TPEP benefits on hold by taking the following actions.
  - a. Access the AZTECS AFPD (AFDC Payment Determination) screen for the appropriate month.
  - b. Key an **H1** and **H2** next to the **BEN ISSUANCE** field.
  - c. Key your **PCN** next to the **PAYMENT AUTH** field.
4. Key the *TPEP Benefits Withhold/Closed* (A246 English or A246S Spanish) notice advising the participant of the following.
  - a. The reason the TPEP cash assistance benefit is being withheld and the date of the withholding.
  - b. That the participant must contact the Jobs case manager, and the telephone number where the case manager can be reached.
  - c. A statement explaining that the TPEP cash assistance will be withheld until the participant(s) re-complies.
  - d. That the TPEP cash assistance will be closed without further notice when a total of three TPEP benefits have been withheld in any six-month period.
  - e. Fair hearing rights.

## D. Supervisory Review and Approval

See [Supervisory Review](#), [Supervisory Denial/or Corrective Actions Needed](#), and [Supervisory Approval](#).

- E. AZTECS Case Closure Due to the Limit of Withholding TPEP Payments
1. The TPEP case must be closed when three TPEP payments are withheld within a six-month period. Access the AZTECS AFBH (AFDC Benefit History) screen and determine how many previous TPEP payments have been withheld to determine whether to close the TPEP case when applying a withholding.
    - a. Print a copy of the AZTECS AFBH screen and place the copy in the Jobs case record.
    - b. Document the review findings in the case *Progress Notes* (JA-011). Documentation must be extensive enough to support the decision to close the TPEP case.
  2. The Jobs case manager must submit the case record to their supervisor for review prior to taking the closure actions in AZTECS.
  3. The supervisor must document the date of the review and whether the closure action was approved or denied on the case *Progress Notes*.
  4. Following supervisory approval, the Jobs case manager must take the following steps to close the TPEP case when two previous TPEP payments have been withheld (for any reason):
    - a. Access the AZTECS AFD (AFDC Payment Determination) screen.
    - b. Key **WR** (did not meet work requirement) in the **DENIAL/CLOSURE REASON** field.
    - c. Key the appropriate ineligible date for the TPEP household. Key the first day of the month the household becomes TPEP ineligible in a MM/DD/YY order in the **INELIG DATE** field.
    - d. Key your **PCN** authorization code in the **PAYMENT AUTH** field.
  5. **Next** to the NORE (Notice Request) screen. Key the TPEP *Benefits Withheld/Closed Notice* (A246 English or A246S Spanish).
  6. The Jobs case closes automatically via an overnight batch process.



**607 GENERAL INFORMATION**

For general information see the following:

- [Case record information](#)
- [Case progress notes](#)
- [Case record confidentiality](#)
- [Case closures](#)
- [Home visits](#)
- [Facilitating participant responsibility](#)
- [Dealing with the hostile participant](#)
- [Documenting and reporting unusual incidents](#)
- [Transporting participants](#)
- [Handling the cases of relatives, friends and associates](#)
- [Volunteers](#)
- [Civil rights](#)
- [Grievances](#)
- [Issue resolution](#)
- [Case record formatting](#)
- [Problem solving techniques](#)
- [Standards of conduct](#)
- [Case record purging](#)

**608 EMPLOYMENT INCENTIVES**

This section outlines tax credits that are incentives for individuals to become employed and employers to hire certain individuals. The tax credits that are available to employers are the following:

- [Work Opportunity Tax Credit](#) (WOTC)
- [Welfare to Work](#) (WtW)
- [State TANF Tax Credit](#)
- [Enterprise Zone Tax Credit](#)

Qualified employees are eligible for the [Earned Income Tax Credit](#) (EITC).

**609 ACRONYMS AND DEFINITIONS**

This section includes commonly used [acronyms and definitions](#) used throughout the Jobs Online Manual.

**610 CONTACTS**

This section includes addresses and telephone numbers of [contacts](#) needed by Jobs case managers conducting case management activities.

**ARIZONA JOBS PROGRAM****PROGRAM INSTRUCTIONS: DES 2-10.700****SUBJECT: JOBS PROGRAM****700 JOBS PROGRAM SERVICES**

This section describes the Jobs Program policies and procedures for providing and purchasing Jobs Program Services. Jobs Program Services are available to TANF cash assistance recipients to enable them to participate, to accept and maintain employment, and to successfully make a transition from welfare dependence to employment.

The Jobs case manager must ensure that the participant understands what the Jobs Program Service is, how and why payment is made and the participant's role and responsibility in receiving the service. Jobs Program Services are provided based on individual need and program resource availability.

**701 GENERAL ELIGIBILITY FOR JOBS PROGRAM SERVICES**

The Jobs Program has TANF-funded Jobs Program Services that meet the needs of families and participants. These services assist families who may need temporary help to overcome an emergency and assist families to transition from TANF cash assistance eligible to employment and self-sufficiency. The Jobs Program offers Jobs Program Extended Services for up to six months or Jobs Program Transitional Services for up to two years from the date the TANF cash assistance case closes due to employment.

**.01 Ability to Sustain Ongoing Expenses for a Jobs Program Service**

Prior to providing or purchasing Jobs Program services that have ongoing expenses, verification must be provided to establish the participant has the ability to sustain those ongoing expenses.

**EXAMPLE:** Participant Polly has just received an eviction notice and has requested assistance with move-in cost for a new apartment. Polly's case manager should determine the amount of future rental payments to ensure Polly's income is sufficient to meet the rental obligation. If Polly's income is not sufficient, other arrangements will be necessary.

**.02 Need for Services**

- A. Prior to the Jobs Program providing and/or purchasing services, the Jobs case manager must establish the following:
  1. Services are needed to overcome barriers to participation and/or employment.
  2. TANF cash assistance recipients cannot afford to pay for the service(s).
  3. Services are not available from another source without cost to the Jobs Program.

- B. Verification
  - 1. Jobs case managers must accept a participant's statement of need as verification unless additional verification is required for the identified Jobs Program Service.
  - 2. Jobs case managers must accept the contractor provided *Specialized Services Eligibility Determination* (JOB-1015A) as verification of need.

### **.03 Jobs Program Services Eligibility**

Jobs Program Services are available to all current TANF cash assistance Jobs participants who meet the following:

- A. Have an open TANF cash assistance case.
- B. Registered as a Jobs participant.
- C. Subject to participation in work activities including the following:
  - 1. Individuals who are part of a TANF cash assistance unit but are ineligible to receive TANF cash assistance payments due to EMPOWER limitations. (See [Empower Provisions Affecting Jobs](#))
  - 2. Sanctioned participants who have initiated the recompliance process and identify a willingness to comply with Jobs Program requirements. Eligibility for Jobs Program Services includes the month of TANF cash assistance reduction.
  - 3. Deferred Jobs participants when Jobs Program Services would enable participation in Jobs Program activities.
  - 4. Participants verified to be working in unsubsidized employment, regardless of number of hours worked, who remain eligible for and continue receiving TANF cash assistance.

### **.04 System Processing**

- A. Requests for Jobs Program Services for TANF Jobs-exempt individuals may be received from sources outside of the Jobs Program, for example, contractors, agencies and other DES programs. Referrals could include current or employed former Jobs participants.
- B. Information regarding TANF Jobs exempt individuals must be keyed into JAS before services can be authorized.
  - 1. Provider responsibilities
    - a. Complete the *Specialized Services Eligibility Determination* (JOB-1015A) based on information received from the individual.

- b. Fax a copy of the completed form to the Jobs case manager.
2. Jobs case manager responsibilities
- a. TANF Jobs exempt individuals who are currently coded on the referral file as **EM** but have not been selected are processed using the Jobs Selection process for individuals coded **EM**. (See [Selection Process](#))
  - b. TANF Jobs exempt individuals who are not on the referral file are selected using the following process.
    - (1) From the JAS main menu, press **F2** to access the *Non-TANF Case Creation HLCI* (NIS200-29) screen. Select the **NON-TANF CASE CREATION (HLCI)** field. Press <ENTER>.
    - (2) Using the Non-TANF Client Create/Activate (NIS200) screen, key the individual's name. Press <ENTER>.
    - (3) The system performs a high level search and display any matches.
      - (a) When matches occur, key the AZTECS case number to determine the TANF connection.
      - (b) When matches do not occur, take the following actions:
        - (i) Select the **CREATE NEW CASE** field by keying an **X**. Press <ENTER>.
        - (ii) The *Enter Case-Type (NIS205)* pop up screen displays. Key **T** for TANF Jobs exempt in the **ENTER CASE-TYPE** field. Press <ENTER>.
        - (iii) The *Non-TANF Client Create/Activate* (NIS202) screen displays.
    - (4) Key the individual's residential and mailing addresses, date of birth, ethnic code, sex, and telephone number(s) in the appropriate fields. Press <ENTER>.

- (5) JAS assigns a Jobs ID number to the individual.
  - (6) Register the individual on the *Client Registration* (NIS020) screen and complete the usual systems case set-up procedures.
  - (7) Jobs case managers must complete the *Employment Plan* (NIS060) screen.  
(See [Revising the EP](#))
  - (8) Update JAS using the appropriate status/reason code.
3. Contractors provide services and submit *Contractor Invoice* (JA-052) to assigned Contract Management Specialists.

#### **.05 Jobs Program Services Payment Limitations**

- A. Jobs participants assigned to activities provided by other programs, such as WIA or Vocational Rehabilitation, that provide expense payments for participation, have the option of receiving payments from the Jobs Program or the other program. The Jobs Program does not make payments to, or on behalf of, participants who receive payments for the same services provided by other programs. The Jobs case manager must complete the following:
  1. Discuss with the participant the type of Jobs Program Service and the available payment amount from the Jobs Program and the other program.
  2. Complete the *TRE Disclaimer* (JA-008 English or JA-008-S Spanish) when a participant opts to receive a transportation allowance from another program.
  3. Record in the case *Progress Notes* (JA-011) the substantiating discussions and reasoning that led to the participant's decision.
- B. Jobs participants enrolled in vocational education/ training or job skills training usually receive some type of student financial aid as full or partial payment of training costs. The financial aid award letter may include an item-by-item listing of specific expenses covered by the financial aid. The Jobs case manager must use the following procedures:

1. Deduct the amount specified in the financial aid award letter before authorizing a Jobs Program payment for the same Jobs Program Service.
2. When the amount is not specified in the financial aid award letter, authorize TRE and Jobs Program Services according to established procedures in [Transportation](#) and [Other Jobs Program Funded Services](#).

#### **.06 Refusal to Accept Jobs Program Services**

Participants may refuse Jobs Program Services, including TRE and child care but may not refuse to participate in Jobs Program activities and/or to accept and maintain employment as a result of refusing Jobs Program Services.

- A. Participants may request that TRE begin at a future date but are not permitted to claim any retroactive payments.
- B. The Jobs case manager must ensure the participant understands the requirement to participate even when the individual refuses to accept a Jobs Program Service.

### **702 TRANSPORTATION**

#### **01. Eligibility requirements**

The participant must meet each of the following eligibility requirements to be eligible for vehicle repair, vehicle general maintenance, or vehicle liability insurance:

- A. Must have a valid Arizona driver's license . A copy of the front and back of the valid Arizona's driver's license must be place in the Jobs case file.
- B. Must not have . The case manager must perform a background check using <http://www.supreme.state.az.us/publicaccess/notification/search.asp>.
  1. A printed copy of the result must be placed in the case file.
  2. If the result is "NO RESEARCH RESULTS", document the findings in the case *Progress Notes* (JA-011).
- C. Must have current vehicle insurance or be insurable.

All verification and documentation must be submitted to the supervisor for review and approval.

## .02 Transportation Related Expenses (TRE)

The purpose of the TRE allowance is to assist participants with transportation expenses that may be incurred as a result of Jobs Program participation, including attending the Jobs Welcome Meeting. Jobs participants may receive the TRE allowance according to the criteria outlined below.

### A. Eligibility

To receive TRE the participant must meet the following:

1. Participate in Jobs Program activities (including JOBSTART and assessment activities) as required according to the *Employment Plan* (NIS060) screen.
2. Travel to a Jobs local office or other site as required by the Jobs case manager.
3. Enter employment (including work-study) or On-the-Job Training (OJT) subject to criteria outlined in [Jobs Program Transitional Services](#).

### B. TRE Limitations

TRE is payable for each week that a participant meets the eligibility requirements, subject to the following limitations:

1. TRE is limited to a maximum of five (5) days per week. The number of days paid per week is dependent on the number of days a participant was required to participate and incurred a transportation-related expense.
2. The daily rate for TRE is \$3.00 per day.
3. TRE is not paid, under any circumstances, for any period of non-participation, even when the individual had good cause for the absence.
4. Participants cannot receive transportation-related payments from any other program. To calculate and authorize TRE for these individuals, see [Jobs Program Services Payment Limitations](#).
5. Participants cannot receive transportation-related student financial aid. To authorize and calculate the TRE allowance for individuals receiving student financial aid, see [Jobs Program Services Payment Limitations](#).
6. TPEP households having both parents participating but incur expenses for **only one mode of transportation** (i.e. "riding together in their vehicle" to and from their activities), are eligible for **one TRE payment** and the payment will be credited to the TPEP household's EBT account.

7. TPEP households having both parents participating and each parent incurs a **separate mode of transportation** (i.e. cannot “ride together” because their activities do not coincide, etc.) are eligible for **separate TRE payments**. The parent coded as the PI in AZTECS will receive the TRE payment as a credit to the TPEP household’s EBT account and a warrant will be issued to the other participating parent. The justification for the two separate TRE payments must be documented on the case *Progress Notes* (JA-011) in the case file of both parents identified in the TPEP household.

C. Timely Submittal of Documents

1. Participants must submit a signed and dated *Weekly Time and TRE Report* (JA-012 English or JA-012-S Spanish) to the Jobs case manager within seven calendar days. The Jobs case manager can provide the participant with a postage paid, self-addressed envelope to ensure timely submittal of the form.
2. The participant and the provider must sign and date the time sheet; however, neither the participant nor the provider may sign or date the time sheet prior to the last scheduled participation day of the report period. The report period is Saturday through the following Friday. The Jobs case manager completes the following:
  - a. Date stamp each *Weekly Time and TRE Report* at the time it is received.
  - b. Key participation information from the *Weekly Time and TRE Report* as soon as possible but no later than five workdays from the date of receipt.
  - c. Authorize the TRE payment by completing the following:
    - (1) **F12** to access the payment input subsystem.
    - (2) Tab to the *Add Transaction* (NCA110) screen.
    - (3) Tab to the **SERVICE DATE** field.
    - (4) Key the **date of service** for the TRE payment.
    - (5) Tab to the **SERVICE/ACTIVITY CODE** field.
    - (6) Key **TRE**.
    - (7) **F1**; a pop-up window displays. **F8** for the second page of the pop-up window.



- (8) Select the service/activity with an **X** (e.g., TRE-Education/ Training or TRE-Unpaid Work Experience/CSP).
  - (9) Press <ENTER>. All accounting information except the dollar amount required to complete the *Add Transaction* (NCA110) screen is populated.
  - (10) Add the **dollar amount** to be paid.
  - (11) Press <ENTER>.
    - (a) An edit message displays stating *Please press <ENTER> to continue validation.*
    - (b) The transaction number and the payee's name and address display.
  - (12) Add the accounting information to the bottom of the *Weekly Time and TRE Report*, initial and date.
  - (13) Validate all information for accuracy. Ensure that the dollar amount does not exceed the maximum amount allowed for TRE. (See [TRE Limitations](#))
  - (14) Press <ENTER>.
  - (15) An edit message displays stating *Press <ENTER> To Store or PF12 to store and route to the Client Participation Update screen.*
  - (16) After pressing <ENTER> or F12, another edit message displays stating *Transaction ##### Add Successful; End of Data.*
3. TRE payments are not processed for any *Weekly Time and TRE Report* received more than 14 calendar days after the end of the reporting period.
4. Payments for transportation related expenses are keyed as **TRE** on the *Employment Plan* (NIS060) screen in JAS.

### **.03 Bus Tickets and Passes**

Bus tickets may be purchased for participants when needed to overcome transportation barriers that prevent the individual from participating in The Jobs Program, attending the Welcome Meeting and/or the initial assessment, or accepting and maintaining employment.

## A. Bus Tickets

1. Examples of transportation problems include, but are not limited to, the following:
  - a. Minor breakdowns in an automobile, motorcycle or other transportation vehicle.
  - b. The loss of available carpool or other transportation alternatives, etc.
2. Participants, issued bus tickets do not receive the TRE allowance for the exact same expense.
3. Bus tickets may be used on an ongoing basis when the only means of available transportation is the bus and other transportation alternatives do not exist.
4. Bus tickets are purchased through the FMCS Extended Purchasing System (EPS 8.0), an electronic requisition and approval process. Each Region must access EPS for keying or approval of the requisition requests. The DES Office of Purchasing sends payment for the tickets to the vendor when the process is complete. To purchase bus tickets, the Jobs case manager completes the following:
  - a. Negotiate with a vendor for the purchase of tickets, including the cost and the quantity.
  - b. Follow Regional procedures for keying information into the EPS.
  - c. Store bus tickets in a secure office location upon receipt from the vendor.
  - d. Complete the *Bus Ticket Tracking* (JA-041) when tickets are distributed to participants.
  - e. Document pertinent information on the case *Progress Notes* (JA-011).

## B. Bus Passes

1. Participants are eligible for bus passes during the following times:
  - a. While participating in Jobs Program activities that are expected to last at least 30 days.
  - b. During the first 30 days of employment.

2. There is no limit to the number of bus passes the Jobs Program may purchase for a participant; however, individuals issued bus passes may not receive the TRE allowance for the exact same expense.
3. The Jobs case manager must record the appropriate **numerical program code** (199, 299, 399, and etc.) in the **PROGRAM** field on the *Expense Voucher and Requisition* (JA-014). (See [Payment Processing](#))
4. Purchases for Bus Passes are keyed as **TRA** on the *Employment Plan* (NIS060) screen in JAS.

#### **.04 Transportation Expenditures**

Transportation expenditures are provided based on individual need and program resource availability. Review the specific type of transportation expenditures to identify specific eligibility criteria. The total transportation expenditures for estimates, vehicle repairs, vehicle general maintenance, and child care transportation cannot exceed \$1,000 in a State Fiscal Year.

The Jobs Program may spend monies on a Jobs participant's vehicle only when other transportation alternatives are not available. Alternate transportation is not considered available when other transportation requires more than two hours round trip. A copy of the Department of Motor Vehicle (DMV) registration verifying ownership must be placed in the case record.

##### **A. Vehicle repair**

Vehicle repairs can only be authorized when repairs are performed by a certified mechanic, not with an individual that does mechanic work on an odd job basis. Minimal repairs and expenditures may be authorized to bring the vehicle into compliance with DMV requirements and to ensure the vehicle is reasonably dependable. The vehicle must be used to assist the individual in seeking, obtaining, and retaining employment or to facilitate participation in Jobs Program activities.

1. Purchases could include: transmissions, axle repairs, drive trains, other similar vehicle repairs, towing charges, etc.
2. Key **REP** in the **PROGRAM** field on the *Expense Voucher and Requisition* (JA-014). (See [Payment Processing](#))
3. Purchases for vehicle repairs are keyed as **TRA** on the *Employment Plan* (NIS060) screen in JAS.

- B. Vehicle general maintenance
  - 1. Purchases may include: tires, batteries, hoses, tune-ups, etc.
  - 2. Record **MTN** in the **PROGRAM** field on the *Expense Voucher and Requisition* (JA-014). (See [Payment Processing](#))
  - 3. Purchases for vehicle general maintenance are keyed as **TRA** on the *Employment Plan* (NIS060) screen in JAS.
- C. Child Care Transportation
  - 1. The Jobs Program may pay child care providers to transport children of Jobs participants receiving case management services, to and from child care facilities or school(s).
  - 2. The provider bills child care transportation expenses to Jobs monthly by submitting the *Expense Voucher and Requisition* (JA-014).
  - 3. Jobs pays the billed amount for child care transportation.
  - 4. Record **CCT** (Child Care Transportation) in the **PROGRAM** field when completing the *Expense Voucher and Requisition* for submission. (See [Payment Processing](#))
  - 5. Key the purchase for child care transportation expenses as **TRA** on the *Employment Plan* (NIS060) screen in JAS.

#### .05 Liability Insurance

- A. The Jobs Program does **not** purchase collision or comprehensive insurance coverage, only liability auto insurance.
- B. Purchases may be made for a period not to exceed six months at a maximum of \$500 per purchase.
- C. Only one purchase may be made in a State Fiscal Year.
- D. The number of covered months and the dollar limitation amounts cannot be exceeded.
- E. Record **INS** in the **PROGRAM** field on the *Expense Voucher and Requisition* (JA-014). (See [Payment Processing](#))
- F. Purchases of liability insurance are keyed as **INS** on the *Employment Plan* (NIS060) screen in JAS.

**.06 Contracted Transportation Services**

The Jobs Program may contract for transportation services when necessary for an individual to participate in Jobs Program activities and/or to accept and maintain employment. (See [Transitional Transportation Services \(TTS\)](#)) The case manager determines whether Contracted Transportation Services or Jobs Program Services will be used depending on what best meets the needs of the participant.

A. Transport and Non-Transport Services

Contracted Transportation Services consist of transport and non-transport related services designed to resolve issues relative to transportation needs of TANF cash assistance recipients, former TANF cash assistance recipients who have become employed.

B. Availability of Contracted Transportation Services

Contracted transportation services may be utilized **after** community resources (at no cost to the Jobs Program) have been explored and are determined to be unavailable.

C. Unavailable Contracted Service Providers

When there is no Contracted Provider located in a geographic area or the Contracted Provider is unable to provide the service for a reason that is documented, the voucher process will be used by the Jobs case manager.

1. Document the case *Progress Notes* (JA-011) with the need for the service and the reason the Contracted Provider cannot be utilized.
2. Follow the [Non-Contract Voucher Payment Process](#).
3. Provide the needed service to the participant, documenting the time period that the service will be required.

D. Purpose of Contracted Transportation Services

Contracted transportation services are allowed for transporting referred participants' child(ren) to/from child care for the referred participant to accept and maintain employment or to comply with Jobs Program work activities. Child(ren) transportation is based on provider limitations (refer to the current provider list).

E. Transport Services (Rides)

Transport services are designed to provide rides for referred participants to obtain/maintain employment or otherwise satisfactorily comply with Jobs Program required work activities.

1. Transport services include the following:

- a. Non-wheelchair vehicle transportation.
- b. Wheelchair vehicle transportation.

2. The Provider must agree to the following:

- a. Transport referred participants from one location to another, within the time requirements specified on the referral. This includes traveling to and from designated locations to pick up or deliver participants for approved work activities.
- b. Verbally notify the Jobs case manager immediately of all disruptions of service (e.g., breakdowns, accidents, unusual traffic congestion, etc.). When unable to contact the Jobs case manager immediately, the information can be faxed to the Jobs local office.
- c. Submit, within one workday, the completed **SERVICE(S) PROVIDED** section of the *Referral to Provider* (JA-006 English or JA-006-S Spanish) indicating the participant did not show for a scheduled ride and the specific date the participant did not show. The *Referral to Provider* must be submitted in hard copy and can be faxed to the Jobs local office.
- d. Assist the participant in entering and exiting the vehicle as needed.

## F. Non-Transport Services

Transport non-ride services are designed to provide one or more non-transport services to referred participants to obtain/maintain employment or satisfactorily comply with Jobs Program approved work activities. Non-transport services include the following:

1. Vehicle repairs.
2. Vehicle Liability Insurance.
  - a. The insurance must include both of the following:
    - (1) Property damage liability of \$10,000 per occurrence.
    - (2) Bodily injury liability of \$15,000 per person and \$30,000 per occurrence.
  - b. Collision and Comprehensive insurance **cannot** be included.
3. Fuel allowance (e.g. gas vouchers).
4. Bicycle – A standard man's or woman's, as appropriate.
5. Bicycle safety kit containing the following:
  - a. Helmet.
  - b. Lock.
  - c. Light.
  - d. Air Pump.
  - e. Tire repair kit.
6. Bicycle Repairs.

## G. Eligibility for Services

Prior to requesting services, the Jobs case manager must complete the following:

1. Establish that the services are not available from another source without cost to the Jobs Program.

2. Ensure that the request for services is not a duplicate request (services already requested from another source).
3. Verify the request for service(s) is not a supplement to complete the service for one need. An example could be a request for services to two different sources because one source does not cover the complete cost of repair.
4. Review the current provider list for any limitations or availability the provider may have in regard to the service(s) needed. Limitations could include, but are not limited to, unavailability of services for unaccompanied individuals less than 18 years of age, funding limits for vehicle repair, etc.

H. Case manager responsibilities include the following:

1. Referring participants for Contracted Transportation by utilizing the *Referral to Provider* (JA-006 English or JA-006-S Spanish).
  - a. A referral must be completed specifying each service needed (e.g., transport, bicycle, vehicle repair, etc.) Multiple services from the same provider may be listed on the same *Referral to Provider*.
  - b. For Transport services only, the **Service(s) Requested** section of the *Referral to Provider* must be completed with the following information:
    - (1) Specific date(s) services are requested.
    - (2) Specific time(s) services are requested.
    - (3) Complete address of pick-up location and delivery location.
    - (4) Name(s) of each individual that will be transported.
    - (5) Specify any special provisions the participant needs (e.g., wheelchair, etc.).
2. Recording the referral to Contracted Transportation by keying one of the following codes in the *Employment Plan* (NIS060) screen **ACTV/SRVCS** field depending on the services provided:
  - a. **TRC**: Non-wheelchair vehicle transport.
  - b. **WHV**: Wheelchair vehicle transport.
  - c. **VEH**: Vehicle repair, liability insurance.



- d. **FUA:** Fuel allowance.
  - e. **BIC:** Bicycle, bicycle safety kit, or bicycle repair.
3. Determining whether the maximum allowable dollar limit for the service has been exceeded when the following edit message displays on the *Employment Plan* screen after the service has been added: *WARNING - (service requested) REFERRAL EXISTS FOR CURRENT SFY, REVIEW CASE PLAN HIST.* To identify whether this service has been paid, complete the following:
- a. Access the *Case Plan History* (NIS430) screen.
  - b. Key the **service** needed (e.g., TRC, WHV, etc.).
  - c. Check the **dates of service** within the current State Fiscal Year.
  - d. Screen print the *Case Plan History* screen when other dates of services have been identified.
  - e. Access the *Warrant History List* (NCA360) screen.
  - f. Check the **BEGIN** and **END** service dates, the Provider ID/Location numbers from the *Case Plan History* screen print, and match with the *Warrant History List* screen print.
  - g. Identify the warrant amounts for each transaction and total the amounts.
- I. Provider responsibilities include the following:
- 1. Complete the **SERVICE(S) PROVIDED** section of the *Referral to Provider* (JA-006 or JA-006-S) and return it to the Jobs case manager within seven workdays from the completion of the service (when the participant did not show for Transport, see [Transport Services \(Rides\)](#))
  - 2. Maintain communication with the Jobs case manager for coordination or changes in services.
  - 3. Submit an itemized *Contractor Invoice* (JA-052) to the Central Office by the 15<sup>th</sup> calendar day of the month following the month of service. (See [Contract Payment Process-Direct Billing](#))

## J. Payments

Upon receipt of the *Contractor Invoice*, Central Office completes the following:

1. Review the *Contractor Invoice* to verify that the requested reimbursement does not extend beyond the terms of the contract.
2. Record the appropriate Program Code on the *Contractor Invoice*.
3. Process the payment.

## 703 CHILD CARE

Jobs participants are eligible for child care services authorized by a DES Child Care (CC) Specialist. Child care services are authorized to enable participation in Jobs Program or Specialized Service activities, to attend the Jobs Welcome Meeting, and to obtain or maintain employment.

Participants **verified** to be entering unsubsidized employment, regardless of the number of hours worked, who remain eligible to receive TANF cash assistance also remain eligible for TANF Child Care.

**.01 Eligible Dependent Child(ren)**

- A. The Jobs participant must be of specified relationship to the dependent child requiring care to be eligible for child care assistance. The relationship to the dependent child must be one of the following:
1. Parent (natural, step, or adoptive) of the child for whom assistance is being requested.
  2. Non-parent relative (brother, sister, step or half-brother, step or half-sister, first cousin, aunt, uncle, great aunt, great uncle, grandfather, grandmother, great grandmother, and great grandfather) related by either blood, adoption, or through marriage.
- B. The dependent child must be less than age 13.

**.02 Jobs Referral to Child Care**

Child care services must be authorized to enable participation in Jobs Program or Specialized Services, to attend the Jobs Welcome Meeting, and to obtain or maintain employment. For TPEP families, child care may only be authorized when both parents are participating in the Jobs Program and/or employment. A child care referral must be initiated for each of the TPEP parents. Child Care staff are made aware of the dual referrals for the TPEP family by reviewing the *AZTECS Cash Assistance/Potential TCC Inquiry (NC40)* screen in the Child Care Administration's system. Child care services are initiated through an electronic referral to the Child Care Specialist.

The *Jobs Welcome Meeting* (JB-101 English or JB-301 Spanish) advises Jobs participants who need child care assistance to contact the Jobs local office prior to the date of their appointment. When the individual makes contact and a problem with child care prevents the individual from attending the Jobs Welcome Meeting, the Jobs case manager must review Child Care Administration (CCA) services available to the individual. It is important for the review to be in sufficient detail for the individual to understand the available child care options. DES does not pay for child care services provided by friends, relatives or other individuals that are not contracted with DES.

The Jobs case manager completes the following:

- A. Assess the need for child care services.
- B. Access JAS to complete the following:
  - 1. The *Employment Plan* (NIS060) screen with all Jobs Program or Specialized Service activities for which child care services are needed.
  - 2. Complete the *Referral to Child Care* (NIS090) screen by keying the following:
    - a. One of the following codes in the **ACTION** field:
      - (1) **A** – Non-TANF at risk.
      - (2) **M** – Modified.
      - (3) **N** – New Jobs referral.
      - (4) **J** – JOBSTART (used for initial referral and for CCA modified referrals).
      - (5) **R** – Resume.
      - (6) **X** – Expedite (individuals requesting expedited child care services to enable attendance at the Jobs Welcome Meeting).
    - b. The **Jobs staff ID** number in the **STAFF ID** field.
    - c. The **child care local office site code** in the **CC OFFICE** field.
    - d. The **scheduled days, hours and duration** of the assigned Jobs Program or Specialized Services. The Jobs case manager must complete the following:

- (1) Key the projected duration of each activity/service. Specify full-time child care (8AM to 5PM) for an initial 30-day period when child care is authorized to enable attendance at the Jobs Welcome Meeting.
    - (2) Refer individuals to the Child Care Specialist to discuss issues relating to travel time. The Child Care Specialist is responsible for determining the amount of travel time the participant requires.
  - e. The participant's contact telephone number and any Information that assists with the arrangement of child care services in the **JOBS COMMENTS** field. The Jobs case manager must key **non-TANF at risk individual** in this field when processing a non-TANF at risk individual.
3. Changes to a current child care referral requires accessing the *Referral to Child Care* (NIS090) screen. A different ACTION code is necessary based on the reason for the change.
  - a. Key an **S** (stop action) for non-TANF at risk individuals who become TANF cash assistance recipients or TANF cash assistance recipients who become non-TANF at risk individuals.
  - b. Key an **S** (stop action) for individuals with child care authorized to enable attendance at the Jobs Welcome Meeting that do not attend their appointment.
  - c. Key an **N** (New Jobs Referral action) for individuals with child care authorized to enable attendance at the Jobs Welcome Meeting. This identifies the need for continued child care services. The ongoing Jobs Program participation schedule must be submitted to CCA once the Jobs participant attends the Jobs Welcome Meeting and the participant is placed in Jobs Program activities.
  - d. Individuals re-established in JAS following HLCI procedures must have the following codes keyed to provide child care services:
    - (1) **A** for non-TANF at risk.
    - (2) **N** for TANF recipients.
- C. Ensure the referral to Child Care is made in a timely manner to allow a reasonable amount of time to arrange child care services. Send the referral as soon as possible; however, when possible, send the referral at least eight days prior to the date the service is needed.

1. JAS automatically calculates and displays a Child Care response due date of five-calendar days following the date the referral is submitted in the **RESPONSE DUE DATE** field on the *Child Care* (NIS090) screen.
  2. Child care services for participation in the Jobs Program are **not** authorized retroactively; therefore, the first date that child care services may be authorized is the date the referral is sent to the CCA (the date keyed in the **TO** field.).
- D. Require the Jobs participant to contact the Child Care Specialist within two workdays, either in person or by telephone, to arrange child care services as follows:
1. Parents and non-parent relatives are responsible for arranging child care services to enable participation.
  2. Jobs participant parents or non-parent relatives who fail to make arrangements and subsequently claim that their failure to participate in Jobs Program activities were due to lack of child care are subject to sanction procedures. (See [Sanctioning and Withholding](#))
  3. It is considered a failure to make arrangements when either of the following occurs:
    - a. The Child Care Specialist is not contacted within two workdays from the electronic referral date.
    - b. The Child Care Specialist is contacted but the selected provider is not identified.
- E. Access the *Inquiry to Child Care* (NIS495) screen in JAS to review the child care referral outcome. (See [Child Care Response Codes](#))
- F. Send the Child Care Specialist a modified child care referral through JAS using the referral code **M** (Modified) when there is a change in a child care need based on a TANF Jobs participant's participation requirement.

### **.03 Selecting Child Care Providers to Enable Participation**

- A. Jobs case managers must provide information regarding DES registered child care providers in the individual's geographic area using Child Care Administration's lists of available child care resources.
- B. Free child care provider information may be accessed by calling [Child Care Resource & Referral \(CCR&R\)](#). CCR&R provider referrals may include unregulated child care providers that cannot receive DES payments because they are not registered with DES.

**.04 Child Care Providers**

- A. Parents/caretakers or non-parent relatives are responsible for selecting child care provider(s) that best suit the needs of their families.
- B. The Jobs case manager must not select a particular child care provider nor recommend a specific type of child care provider for Jobs participants.
- C. The Jobs case manager must advise parents and non-parent relatives to ask the providers whether they accept DES authorized payments when seeking child care services.
- D. Various types of child care provider settings may be available as follows:
  - 1. Formal child care settings that are regulated by the State include the following:
    - a. Child care centers licensed by the Arizona Department of Health Services (ADHS).
    - b. Group homes licensed by the ADHS.
    - c. Family Home Child Care Providers certified by DES, including DES Certified In-Home Child Care Providers.
  - 2. Informal child care settings that are not regulated by the State include the following:
    - a. Non-certified relative providers who enter into a financial agreement with DES and are authorized to receive payments.
    - b. Other relatives, friends, neighbors not authorized to receive DES payments.
- E. The Jobs Program may pay for fingerprinting services for a non-certified relative provider when that individual is unable to do so. The child care must be for children of Jobs participants. Jobs will not pay for fingerprinting services to non-certified relative providers who care for children of non-TANF at risk individuals. (See [Licenses](#))

**.05 Lack of Child Care Providers**

The Jobs case manager and the Child Care Specialist must determine whether child care is available when needed to enable participation. This section does not apply to non-TANF at risk individuals. (See [Eligible Dependent Child\(ren\)](#))

- A. Formal child care services are considered available unless the Child Care Specialist verifies the following:

1. Transporting the child(ren) takes an unreasonable amount of time using either of the following criteria:
    - a. It takes more than one hour **traveling** one way to take the child(ren) to child care and then to the Jobs Program activity and/or employment.
    - b. It takes more than 30 minutes **walking** one-way to take the child(ren) to child care and then to the Jobs Program activity and/or employment when walking is the only available transportation.
  2. All area providers are full and do not have a vacancy for the child(ren).
  3. Slots for the specific needs of the child(ren) are unavailable.
  4. Available providers do not provide care for the child because the child's special needs would cause an undue burden.
  5. Available providers are not registered and are not interested in registering with DES for payment.
  6. All area providers' fees cause the service to be unaffordable.
- B. The Jobs case manager must assist participants in exploring informal child care options after exhausting all methods of arranging formal child care services, unless one of the following apply:
1. The Jobs participant provides a written statement that verifies friends, relatives and neighbors are unwilling or are unsuitable to provide child care services. Accept a participant's statement as verification.
  2. The Jobs participant provides a statement that verifies that it takes an unreasonable amount of time to take the child(ren) to child care. Unreasonable amount of time is defined as either of the following:
    - a. More than one hour one way to take the child(ren) to child care and then to travel to the Jobs Program activity and/or employment.
    - b. More than 30 minutes one-way to take the child(ren) to child care and then walk to the Jobs Program activity and/or employment when walking is the only available transportation.

- C. When child care services are unavailable, unaffordable or unsuitable, the Jobs case manager must complete the following:
  - 1. Apply good cause criteria. (See [Good Cause Process](#))
  - 2. Review the participant's circumstances for changes at least monthly. Document the review findings in the case *Progress Notes* (JA-011).
- D. When a participant is temporarily deferred due to the unavailability, unaffordability, or unsuitability of child care, the Jobs case manager must document the reasoning in the case *Progress Notes*; include statements regarding the information received and considered in determining the participant's temporarily deferred status. Key the following status and reason codes on the participant's *Employment Plan* (NIS060) screen when an individual requires an interruption in services due to child care being unavailable, unaffordable, or unsuitable:
  - 1. **50-02** (Temporary deferral/Child 6 yrs or older, CC unsuit, unafford, unavailable)
  - 2. **50-03** (Temporary deferral/Child under 6 yrs, CC unsuit, unafford, unavail)

#### **.06 Authorization of Child Care Services**

Child care is authorized for the days and hours that are reasonably related to participation in Jobs Program activities, Specialized Services, or employment.

- A. The authorization may be for a maximum of 31 full or partial days of child care per month. A full day is six or more hours per day; a partial day is less than six hours per day.
  - 1. The Jobs case manager must advise the parent or non-parent relative to clearly identify their child care needs when communicating with the Child Care Specialist. Services are authorized based on the child care needs of the family.
  - 2. Services must not be authorized for the time that eligible children are attending school.
- B. Child care may be authorized for a maximum of two weeks when it is known that the individual will not be participating.
- C. When the non-participation period is expected to last longer than two weeks, child care may be authorized for up to 30 days but only when all of the following apply:



1. The child care slot will remain available during the time period.
  2. The child care provider states that the slot would be jeopardized if the child does not attend during the specified time period.
  3. The Child Care Specialist's supervisor approves such action.
- D. Child care may be authorized for two absent days, per child, per month, when the selected child care provider charges all customers for absent days.

#### **.07 Child Care Related Expenses**

The Jobs Program may pay for child care related expenses for a Jobs participant's dependent child(ren) to enable participation in the Jobs Program, including the Welcome Meeting, or for obtaining or maintaining employment. This section does not pertain to non-TANF at risk individuals.

- A. Child care related expenses include child care registration fees, participant's co-pay obligations, etc. (See [Child Care Transportation](#))
- B. The Jobs case manager must record the appropriate **numerical program code** (199, 299, 399, and etc.) in the **PROGRAM** field on the *Expense Voucher and Requisition* (JA-014). (See [Payment Processing](#))
- C. Purchases for child care related expenses are keyed as **CCR** on the *Employment Plan* (NIS060) screen in JAS.

### **704 OTHER JOBS PROGRAM FUNDED SERVICES**

Jobs Program Services are available to Jobs participants. The Jobs Program, other state agencies and community-based organizations, etc., provide Jobs Program Services. The Jobs Program can purchase a number of services that participants may need to participate in work activities and/or to accept and maintain employment. These services are not entitlements and are provided based on the needs and the situations of each participant. To be eligible for Jobs Program Services, individuals must participate in Jobs Program activities as required according to the *Employment Plan (EP)* (NIS060) screen.

#### **.01 Health-Related Services**

Jobs participants are eligible for limited Jobs Program-purchased health-related services that are not available through the Arizona Health Care Cost Containment System (AHCCCS). Services may be purchased only when they are required for an individual to participate in Jobs Program activities and/or to accept and maintain employment. Participants may also be eligible for health-related services after entering employment. (See [Jobs Program Transitional Services](#))

## A. Medical Services

The Jobs Program may purchase medical services for participants when they are not available through AHCCCS. These medical services may be purchased only when they are required for an individual to participate in Jobs Program activities and/or to accept and maintain employment.

1. Examples of health related purchases include the following:
  - a. Special health-related services including examinations, tests and physicals, and disability statements when not available through current AHCCCS providers or when evaluation services would not be timely.
  - b. Optical services (including eyeglasses).
2. Health-related service purchases are limited to \$165 in a [State Fiscal Year](#). Purchases may be made on more than one occasion as long as the combined purchases do not exceed the State Fiscal Year limit.

## B. Dental Services

The Jobs Program may purchase dental services for participants when they are not available through AHCCCS. These dental services may be purchased only when they are required for an individual to participate in Jobs Program activities and/or to accept or maintain employment.

1. Examples of dental purchases include the following:
  - a. Upper/Lower dentures.
  - b. Partial and bridges.
  - c. Fillings.
2. Dental services are limited to \$1,200 per [State Fiscal Year](#).

- C. The Jobs case manager must record the appropriate **numerical program code** (199, 299, 399, and etc.) in the **PROGRAM** field on the *Expense Voucher and Requisition* (JA-014). (See [Payment Processing](#))
- D. Purchases for health-related services and dental services are keyed as **DEN** on the *Employment Plan* (NIS060) screen in JAS.

**.02 Clothing**

The Jobs Program may purchase clothing that is necessary for Jobs participants to participate in Jobs Program activities and/or to accept and maintain employment.

- A. Purchases are limited to attire normally needed for work or training. Examples are pants, shirts, blouses, dresses, skirts, jackets, sweaters, neckties, belts, shoes, and undergarments.
- B. Clothing purchases are limited to \$150 in a State Fiscal Year. Purchases may be made on more than one occasion as long as the combined purchases do not exceed the State Fiscal Year limit.
- C. The Jobs case manager must record the appropriate **numerical program code** (199, 299, 399, etc.) in the **PROGRAM** field on the *Expense Voucher and Requisition* (JA-014). (See [Payment Processing](#))
- D. Clothing purchases are keyed as **CLO** on the *Employment Plan* (NIS060) screen in JAS.

**.03 Tools, Equipment and Specialized Garments**

The Jobs Program may purchase tools, equipment, and specialized garments required for Jobs participants to participate in Jobs Program activities and/or to accept and maintain employment.

- A. Examples of purchases include the following:
  - 1. Child/infant car safety seats.
  - 2. Carpenter and mechanic tools.
  - 3. Medical, dental and nursing equipment including stethoscopes, watches, etc.
  - 4. Drafting tools.
  - 5. Specialized garments, such as the following:
    - a. Uniforms.
    - b. Hard-toed shoes.
    - c. Protective clothing used in specific occupations including, welders' aprons, firefighters' hard hats, helmets, gloves, etc.

6. Purchases of education or occupational materials and supplies are recorded under Tools and Equipment Jobs Program Services. Examples include the following:
  - a. Course textbooks and workbooks.
  - b. Notebooks, paper, pens, and pencils.
  - c. Items required as part of the training.
- B. Purchases cannot be made for participants already enrolled in vocational education/ training prior to registration in the Jobs Program and for participants in other programs that supply books, materials, etc. (See [Already Enrolled in Education Training](#) and [Jobs Program Services Payment Limitations](#))
- C. Purchases are limited to \$200 in a State Fiscal Year. Purchases may be made on more than one occasion as long as the combined purchases do not exceed the State Fiscal Year limit.
- D. The Jobs case manager must record the appropriate **numerical program code** (199, 299, 399, and etc.) in the **PROGRAM** field on the *Expense Voucher and Requisition* (JA-014). (See [Payment Processing](#))
- E. Tools, equipment and specialized garment purchases are keyed as **TOO** on the *Employment Plan* (NIS060) screen in JAS.

#### **.04 Substance Abuse Rehabilitation Services**

Substance abuse counseling for Jobs participants may be obtained through AHCCCS medical coverage that is funded by Title XIX funding.

- A. The referral to the Regional Behavioral Health Authority (RBHA) for counseling may be completed directly by the Jobs case manager or by the participant contacting their AHCCCS provider who may refer the participant for counseling services.
- B. It is important to apprise the RBHA when the participant is AHCCCS eligible under Title XIX, regardless of who initiated the referral for substance abuse counseling. The RBHA must provide Title XIX eligible participants with counseling services within prescribed time frames by law.
- C. The Jobs Program may purchase substance abuse rehabilitation services that are necessary for individuals to participate in Jobs Program activities and/or accept and maintain employment. Purchases are limited to drug abuse services, alcohol abuse services, and consultation fees.

- D. Purchases for substance abuse rehabilitation services are limited to \$115 per purchase or session.
- E. The Jobs case manager must record the appropriate **numerical program code** (199, 299, 399, and etc.) in the **PROGRAM** field on the *Expense Voucher and Requisition* (JA-014). (See [Payment Processing](#))
- F. Purchases for substance abuse rehabilitation services are keyed as **SAB** on the *Employment Plan* (NIS060) screen in JAS.

#### **.05 Licenses**

The Jobs Program may purchase licenses and related items that are required for Jobs participants to participate in Jobs Program activities and/or to accept and maintain employment.

- A. Examples include the following:
  - 1. Fingerprinting.
  - 2. Health Cards.
  - 3. Occupational certification and licensure fees.
- B. A *Cost Assessment* (JA-053) is completed when necessary.
- C. License and related purchases are limited to \$165 per purchase.
- D. Two purchases may be made in any State Fiscal Year regardless of the amount.
- E. The Jobs case manager must record the appropriate **numerical program code** (199, 299, 399, and etc.) in the **PROGRAM** field on the *Expense Voucher and Requisition* (JA-014). (See [Payment Processing](#))
- F. License purchases are keyed as **LIC** on the *Employment Plan* (NIS060) screen in JAS.

#### **.06 GED Testing**

The Jobs Program may pay for GED testing fees for Jobs participants. Payment is limited to \$150 per test series.

- A. The maximum number of GED test series that Jobs Program funds for any participant is three.

- B. The Jobs case manager must record the appropriate **numerical program code** (199, 299, 399, and etc.) in the **PROGRAM** field on the *Expense Voucher and Requisition* (JA-014). (See [Payment Processing](#))
- C. Purchases for GED testing are keyed as **GED** on the *Employment Plan* (NIS060) screen in JAS.

#### **.07 Mental Health Counseling**

The Jobs Program may purchase short-term mental health counseling services that are needed for Jobs participants and their family members.

- A. Examples of counseling are as follows:
  - 1. Mental health.
  - 2. Crisis intervention.
  - 3. Intensive life skills training, such as, stress management, parenting, and marriage counseling.
- B. Counseling services purchases are limited to Jobs participants and their TANF cash assistance family members living in the home. The Jobs Program may purchase group or individual services depending on the need and recommendation of the provider.
- C. Counseling services are subject to the following limitations:
  - 1. Services must not exceed six sessions per State Fiscal Year. The participant can receive these services for an unlimited number of years.
  - 2. Services are limited to providers who have contracted with the Jobs Program unless one of the following applies:
    - a. Contracted counseling service providers are not available in the community.
    - b. Services cannot be provided within a reasonable time frame due to the provider's waiting list.
  - 3. The cost of service is limited to \$65 per session, per participant.
- D. All counseling service providers must submit periodic reports to the Jobs case manager concerning each participant's progress. Providers must also submit an estimate of the duration of the counseling services required. The Jobs case manager must request an estimate of the duration of the counseling services no later than after the third session.

- E. At the time of referral to a provider, the Jobs case manager must determine the individual's ability to participate in activities while services are provided. In addition, based on the provider's estimate of the duration of counseling services required to remove the barrier or solve the problem, the Jobs case manager must determine whether counseling services should continue. (See [Determining Temporary Deferrals](#))
- F. The Jobs case manager must record the appropriate **numerical program code** (199, 299, 399, and etc.) in the **PROGRAM** field on the *Expense Voucher and Requisition* (JA-014). (See [Payment Processing](#))
- G. Purchases for counseling services are keyed as **COU** on the *Employment Plan* (NIS060) screen in JAS.

### **.08 Relocation**

Jobs participants may be eligible for relocation financial assistance when they are unable to obtain employment in their local areas but have offers of employment in other locations. Jobs case managers must not require individuals to relocate; relocation to engage in employment is a voluntary decision of the individual. Relocation is funded only for moves within Arizona.

#### **A. Eligibility**

An individual may be eligible for relocation financial assistance when they have a definite job offer and do not have transportation to the job site. The job offered must meet all of the following:

1. Have a definite start date, specific job location and duties.
2. Pay at least federal minimum wage.
3. Be permanent, full-time employment as defined by the industry.

#### **B. Allowable expenses**

Jobs participants may receive up to \$800 to cover relocation expenses. The Regional Program Manager or their designee is responsible for reviewing the request and approving when criteria are met. Allowable expenses may include the following:

1. Utility deposits.
2. Moving company charges.
3. Temporary lodging (up to seven calendar days).

## C. Documentation/Verification

The Jobs case manager must document the decision in the case *Progress Notes* (JA-011). The documentation should be sufficient to support the approval or denial of the request for relocation.

Verification of the individual's circumstances, such as, employment, rental obligation, and other related expenses must be documented in the case record. Required verification depends on the individual's circumstances; the case record must contain the following:

1. A completed *Relocation Worksheet* (JA-096 English or JA-096-S Spanish) from the individual requesting relocation financial assistance.
2. Verification of expenses the Jobs Program will purchase. Individuals must provide documents detailing each expense, such as, the rental agreement and the moving estimate. Only verified expenses will be paid.
3. Verification of the participant's new employment. Verification includes, but is not limited to, the following:
  - a. A written offer of employment from the employer.
  - b. A copy of the completed *Employment Verification* (C005) AZTECS notice sent by FAA.
  - c. Pay stubs.
  - d. A signed *Release of Information* (JA-037 English or JA-037-S Spanish) and sufficient information for the Jobs case manager to complete a collateral telephone contact with the employer. (See [Monitoring Employment and Concurrent Activities](#))

## D. Relocation Limitations

1. The Jobs case manager must **not** approve relocation financial assistance for a Jobs participant for the following purposes:
  - a. Move out of the State of Arizona.
  - b. Move to a community where the participant's circumstances will not improve.
2. Individuals may receive relocation financial assistance only once in their lifetime.



3. Relocation financial assistance is not provided when there is public transportation from the current residence to the job site, unless the relocation reduces the monthly rental obligation to the extent that the individual will be able to pay the obligation without continuing assistance.
  4. Relocation financial assistance must not be provided for a move from a good labor market to a poor labor market.
- E. Record one of the following codes in the **PROGRAM** field on the *Expense Voucher and Requisition* (JA-014) (see [Payment Processing](#)) depending on the services provided:
1. **REN** – First or last month's rent; security deposit.
  2. **UTL** – Utility deposit.
  3. **MVG** – Moving charges.
  4. **LDG** – Temporary lodging.
- F. Key payments for relocation financial assistance as **REL** on the *Employment Plan* (NIS060) screen in JAS.

#### **.09 Shelter/Utility Assistance**

The Jobs Program may pay for shelter/utility assistance for Jobs participants who have an emergent need that cannot be met by their own resources and income. Payments are subject to the criteria indicated in this section.

- A. Types of Assistance
1. Shelter assistance
    - a. Assistance to move into a new residence when the unit is affordable and will be a long-term duration residence.
    - b. Assistance to prevent an eviction for rental or mortgage payment issues.
  2. Utility Assistance
    - a. The amount of the assistance cannot exceed the amount required to prevent the termination of service.
    - b. Assistance includes payment of electric, gas and/or water bills.

**B. Shelter/Utility Assistance Limitations**

1. Services may cover the costs of both shelter and utility assistance. When both are needed, the Jobs case manager must complete the following:
  - a. Identify all services needed by the family.
  - b. Request these services with one application.
  - c. Authorize payment within the same month.
2. Purchases are limited to a combined total of \$900. The \$900 limitation can be used for either shelter or utility assistance and can be divided between shelter and utilities based on the participant's need. The frequency and amount cannot be exceeded.
3. A recipient may not receive Jobs Program shelter/utility assistance services more than once in a State Fiscal Year. When applicable, the Jobs case manager must check both parents' TPEP case(s) to ensure shelter/utility assistance has not been received in the current State Fiscal Year by either parent.

**C. Eligibility Criteria**

To be eligible for shelter/utility assistance, a recipient must meet all of the following

1. Be without resources immediately accessible to meet their needs.
2. Be participating and meeting the work requirement.
3. Identify a willingness to comply with Jobs Program requirements.
  - a. Deferred Jobs participants remain eligible for Jobs Program Services when the Jobs Program Service will enable the participant to participate with Jobs Program requirements.
  - b. Sanctioned Jobs participants remain eligible for Jobs Program Services when they have initiated the recompliance process, identify a willingness to comply and/or have remained in compliance with TANF cash assistance program requirements. The act of initiating recompliance and/or remaining in compliance supersedes the sanction status and the participant qualifies to receive shelter and utility assistance.

## D. Application Process

The Jobs case manager must complete an eligibility determination, document the case record, and complete any necessary forms for shelter/utility assistance. The Jobs case manager must complete the following:

1. Assist the participant in completing the *Shelter/Utility Assistance Application* (JOB-1002A).
2. Request the participant provide, within five workdays of the date of application, verification of the emergent need to obtain or maintain shelter and/or utilities. The application must be denied when verification is not received timely.
3. Determine eligibility no later than five workdays following the date of application. Notify the participant of the determination result by sending the *Shelter/Utility Assistance Approval/Denial* (JB-200) through JAS.
4. Complete the payment process when the family is eligible to receive shelter/utility assistance.
5. Record the date and outcome of the eligibility determination in the case *Progress Notes* (JA-011).

## E. Verification

The recipient must provide verification within five workdays following the date of application. The Jobs case manager must obtain the following documentation and place the verification in the participant's case record:

1. When the identified crisis is eviction or foreclosure prevention, the Jobs case manager must attach copies of the eviction notice, foreclosure notice, or the late mortgage payment notice. The name, address, and telephone number of the landlord or mortgage holder, and the amount of the rent or mortgage payment that must be paid to prevent eviction/foreclosure must also be identified.
2. When the eviction notice is unavailable, the Jobs case manager must contact the landlord or mortgage company by telephone. The Jobs case manager must attach a copy of a rent receipt or mortgage coupon, along with a note signed and dated by the Jobs case manager, stating: *per telephone conversation with (landlord's name or contact at mortgage company), the recipient has 30 days to pay rent/mortgage arrears or face eviction/foreclosure. Recipient will not be evicted/foreclosed if payment is made.*

3. When the identified crisis is lack of housing or shelter, the Jobs case manager must attach copies of the rental agreement with the name, address, and telephone number of the landlord and the amount of the rent that must be paid for move-in.
4. When the identified crisis is lack of utilities or prevention of utility turn-off, the Jobs case manager must attach copies of the notification from the utility company that indicates the name, address, and telephone number of the utility company and the specific dollar amount of the utility bill.

F. Payment Process

1. When authorizing an amount to be paid to the landlord/mortgagor or utility company, the Jobs case manager must negotiate payment terms and conditions agreeable to the Jobs Program, the landlord/mortgagor and/or utility company, and the participant.
2. The Jobs case manager must complete the *Expense Voucher and Requisition* (JA-014). Record the appropriate **numerical program code** (199, 299, 399, and etc.) in the **PROGRAM** field. (See [Payment Processing](#))
3. The Jobs Payment Unit will forward the warrant to the landlord/mortgagor or utility company. The warrant is not sent to the Jobs case manager unless the Regional Program Manager or their designee approves and requests this method.

G. Key purchases for shelter/utility assistance as **SUA** on the *Employment Plan* (NIS060) screen in JAS.

## 705 COMMUNITY RESOURCES

The Jobs Program may refer Jobs participants to a variety of services. The following services are available but **are not** paid for by the Jobs Program.

### .01 Food Services

The Jobs case manager may refer Jobs participants to providers of emergency food services, which are available from many different sources and includes temporary and long-term assistance.

A. Food services are available from the following:

1. Community-based organizations.
2. Charitable organizations such as The Salvation Army, St. Vincent De Paul and Red Cross.
3. Churches.
4. City and county programs.

5. FAA Food Stamp Program.
  6. Food banks.
- B. The Jobs Program does not purchase food services of any kind.
- C. Key food services as **FOO** on the *Employment Plan* (NIS060) screen in JAS.

## **.02 Housing Improvement**

The Jobs case manager may refer Jobs participants to providers who offer assistance to those whose housing is substandard or unsafe due to electrical, structural, or environmental deficiencies.

- A. Housing improvement services are available from the following:
1. City, county and federal agencies.
  2. Community-based organizations.
  3. Churches.
- B. The Jobs Program does not purchase housing improvement services of any kind.
- C. Key housing improvement as **HOU** on the *Employment Plan* (NIS060) screen in JAS.

## **.03 Legal Services**

The Jobs case manager may refer Jobs participants to providers of legal services. Legal services are available for orders of protection, divorce, child support collection assistance, bankruptcy protection, citizenship-related issues, assistance with criminal and civil proceedings, etc.

- A. Examples of organizations that provide legal services include, but are not limited to, the following:
1. Community-based organizations.
  2. DES Division of Child Supportive Enforcement.
  3. Schools.
  4. County bar associations.
  5. Community Legal Services.
  6. The Immigration and Naturalization Service (US Department of Justice).

- B. The Jobs Program does not purchase legal services of any kind.
- C. Key legal services as **LEG** on the *Employment Plan* (NIS060) screen in JAS.

#### **.04 Short Term Crisis Services (STCS)**

The DES Community Services Administration (CSA) manages the Short Term Crisis Services (STCS) Program. STCS provides assistance to persons who have an emergent need that cannot be met with their own income and resources and is administered through local community-based organizations and community action programs. Services available include housing assistance for rent or mortgage assistance, move-in, and eviction prevention; utility assistance; and special needs such as vehicle repairs, dental expenses, uniforms, eyeglasses, and other similar types of needs.

TANF cash assistance recipients who become ineligible for TANF cash assistance and Jobs Program Services due to sanctioning/withholding or employment are potentially eligible for STCS services. The Jobs case manager refers these individuals to the organizations providing potential STCS in the individual's residential community.

To refer eligible individuals to STCS, the Jobs case manager completes a *Referral to Provider* (JA-006 English or JA-006-S Spanish). The referred individual takes a copy of the form to the provider. The Jobs case manager keys Short Term Crisis Services as **STC** on the *Employment Plan* (NIS060) screen in JAS.

#### **.05 Joint Substance Abuse Treatment Program**

Substance abuse presents a significant barrier for those trying to participate in Jobs Program activities, and enter into, or maintain employment. The Jobs Program is now offering more intensive substance abuse services in collaboration with the Department of Health, Child Protective Services, community organizations, private agencies, etc. The goal of the Joint Substance Abuse Treatment Program is to build a family centered service system, promote family independence, stability, self-sufficiency, recovery, and child safety.

This program is available to single parent families with incomes below 250 percent of the Federal Poverty Level (FPL). There is no financial eligibility requirement for All Families and TPEP families because of the FPL level set; all TANF participants are eligible for this program.

- A. Jobs case managers may identify participants with substance abuse problems at any time while they are participating with the Jobs Program. Substance abuse problems may be identified by any of the following:
  - 1. *Case Management Screening Guide* (JOB-1091A English or JOB-1091S Spanish).
  - 2. Self Declaration.

3. Observance of the following behaviors by the participant:
    - a. Smell of alcohol or drugs.
    - b. Staggering.
    - c. Slurred speech.
    - d. Overly alert.
    - e. Agitated.
    - f. Glassy eyed.
    - g. Pupils are dilated.
  4. Through a Jobs Program provider.
- B. Services offered include the following:
1. Substance abuse education.
  2. Outpatient treatment.
  3. Intensive outpatient treatment.
  4. Residential treatment.
- C. Case managers responsibilities include the following:
1. Identify potential substance abuse problems.
  2. Document the case *Progress Notes* (JA-011).
  3. Key referrals to the Joint Substance Abuse Treatment Program as **JSA** on the *Employment Plan* (NIS060) screen.
  4. Key the date of the referral in the **BEGINNING** field and key a date 30 days in the future in the **ENDING** field.
  5. Refer participants for substance abuse treatment services utilizing the *Referral to Provider* (JA-006 English or JA-006-S Spanish). When completing the *Referral to Provider*, the following apply:
    - a. Indicate in the services requested area of the *Referral to Provider*: Referral for substance abuse treatment.
    - b. Fax a copy of the *Referral to Provider*, the *Case Management Screening Guide* (JOB-1091A English or JOB-1091S Spanish), and a screen print of the *Employment Plan* (NIS060) screen to the provider.

- c. Place a copy of the *Referral to Provider* in the case record.
  - d. Provide a copy of the *Referral to Provider* to the participant being referred for substance abuse treatment.
6. Place the case in status **24-29** (Pending/Substance Abuse Treatment) while the participant is receiving treatment.
7. Complete the following when the provider faxes the *Referral to Provider* back to the Jobs case manager, indicating whether the participant is able to participate in Jobs Program activities and the level of treatment the participant is receiving:
  - a. Close out the **JSA** code on the *Employment Plan* (NIS060) screen.
  - b. Key the appropriate code, as follows, for the level of treatment the participant is receiving:
    - (1) **JSE** – Substance abuse education.
    - (2) **JSO** – Outpatient services.
    - (3) **JSI** – Intensive outpatient services.
    - (4) **JSR** – Residential treatment.
    - (5) **JAC** – After care services.
  - c. Key the appropriate code and corresponding **PROV-ID/LOC** field codes on the *Employment Plan* screen.
  - d. Key the beginning and ending date on the *Employment Plan* screen:
    - (1) Key the date the provider informs the Jobs Program of the level of treatment in the **BEGINNING** field.
    - (2) Key a date 30 days following the identified beginning date in the **ENDING** field.
8. Set a 30-day alert in JAS.
9. When the participant is able to continue participation in Jobs Program activities, assign work activities around treatment services the participant is receiving.
10. When the participant is unable to continue participation in Jobs Program activities, do not assign activities. Remain in contact with the provider at least every 30 days for follow-up.



11. Contact the provider when the 30-day alert displays to determine the status.
12. Provide case management services before, during, and after the referral to encourage participation with the provider and with Jobs Program activities.
13. Maintain communication with the provider at least every 30 days for coordination or changes in treatment services.

D. Provider responsibilities include the following:

1. Screen Jobs participants within 24 hours.
2. Verify Title XIX eligibility. When a Jobs participant is enrolled in Title XIX, refer the participant to the Regional Behavioral Health Authority.
3. Provide assessment of the Jobs participant for treatment within five workdays.
4. Complete the bottom portion of the *Referral to Provider* (JA-006 English or JA-006-S Spanish), and fax it to the Jobs case manager within seven workdays.
5. Encourage Jobs participants to cooperate with the substance abuse treatment and to participate with assigned Jobs Program activities.
6. Maintain communication with the Jobs case manager for coordination or changes in treatment services.

## 706 JOBS PROGRAM TRANSITIONAL SERVICES

Jobs participants verified to be entering unsubsidized employment and lose eligibility for TANF cash assistance may be eligible for Transitional Services and Jobs Program Extended Supportive Services. The Jobs case manager will ensure the participant understands the potential services that are available, how and why payment is made, and the participant's role and responsibility in receiving Transitional Services and Jobs Program Extended Supportive Services. Transitional Services and Jobs Program Extended Supportive Services are provided based on individual need and program resource.

### **.01 Transitional Transportation Services (TTS)**

Contracted Transitional Transportation Services (TTS) may be provided for up to two years from the date the TANF cash assistance case closed due to employment. The two-year period begins the first day of the month following TANF cash assistance closure.

A. Upon verification of employment, the Jobs case manager completes the following:

1. Update the *Employment Plan* (NIS060) screen and key the following information:
  - a. **TTS** in the **ACTV/SRVCS** field.
  - b. The **date of employment** in the **BEGINING** field.
  - c. **Two years from the date the TANF cash assistance case closed due to employment** in the **ENDING** field.

NOTE: If the Jobs case manager has knowledge of and has documented that a participant has obtained employment that meets the Federal participation requirement, TANF cash assistance case closure will be considered as closed **due to employment**, regardless of the closure code used in AZTECS, unless the participant has been disqualified for fraud.

- d. The appropriate **provider code** in the **PROV ID/LOC** field (access Provider Codes in JAS).
2. Advise the participant of Transitional Transportation Services by sending the participant the *Transitional Transportation Service* (JB-020) through JAS.
3. To refer eligible individuals to contracted transportation services, the Jobs case manager completes a *Referral to Provider* (JA-006 English or JA-006-S Spanish). The referred individual takes a copy of the form to the provider.
4. Record the referral for contracted transportation services by keying the appropriate codes, as follows, in the *Employment Plan* (NIS060) screen, **ACTV/SRVCS** field, depending on the services provided:
  - a. **TRC** – Non-wheelchair vehicle transport.
  - b. **WHV** – Wheelchair vehicle transport.
  - c. **VEH** – Vehicle repair, liability insurance.
  - d. **FUA** – Fuel allowance.
  - e. **BIC** – Bicycle, bicycle safety kit, or bicycle repair.

- B. Depending on the area of the state in which the participant resides, available transportation services include, but are not limited to, the following:
1. Van Rides/Taxicab, etc.
  2. Vehicle repairs. The maximum amount paid for contracted vehicle repairs is \$650 in a State Fiscal Year.
  3. Vehicle Liability Insurance.
    - a. The insurance must include the following:
      - (1) Property damage liability of \$10,000 per occurrence.
      - (2) Bodily injury liability of \$15,000 per person and \$30,000 per occurrence.
    - b. Collision and Comprehensive insurance **cannot** be provided.
  4. Fuel allowance (e.g. gas vouchers).
  5. Bicycle – A standard man’s or woman’s (as appropriate).
  6. Bicycle safety kit containing the following:
    - a. Helmet.
    - b. Lock.
    - c. Light.
    - d. Air pump.
    - e. Tire repair kit.
  7. Bicycle repairs.

## **.02 Transitional Child Care (TCC)**

Jobs participants [verified](#) to enter unsubsidized employment and the TANF cash assistance case is closed may be eligible for TCC services. The DES Child Care Administration staff determines initial and continued Transitional Child Care eligibility.

- A. Jobs participants [verified](#) to enter unsubsidized employment and their TANF cash assistance case is closed may be eligible for TCC services. The Jobs case manager must access the *Referral to Child Care* (NIS090) screen in JAS within five workdays and complete the following:

1. Key an **S** (stop) in the **ACTION CODE** field to stop Jobs Child Care.
  2. Key *Employment* and the date the employment started in the **COMMENTS** field.
  3. Record in the case *Progress Notes* (JA-011) that the child care referral was updated to indicate that the participant is employed and to request that Jobs Child Care services be stopped.
- B. To be eligible for Transitional Child Care, the participant must have cooperated with the DES Division of Child Support Enforcement in establishing paternity and enforcing child support obligations while receiving TANF cash assistance and during receipt of Transitional Child Care services.
- C. Transitional Child Care is available for up to two years beginning the first day of the month following TANF cash assistance closure.
- D. The Jobs participant must request Transitional Child Care from the Child Care Administration within six months of the TANF cash assistance case closure and provide all information necessary to determine eligibility for Transitional Child Care.
- E. The Transitional Child Care family is required to contribute to the cost of child care based on a sliding fee scale. The Child Care Administration Specialist determines the amount of the co-payment based on family size, income, and the number of children needing care. Jobs Program transitional services may be used to offset the co-payment.

#### **.03 Transitional Medical Assistance (TMA)**

A medical assistance recipient who enters employment, and their family, may be eligible for Transitional Medical Assistance for up to 12 consecutive months when they received 1931 medical assistance in Arizona for any three of the six months immediately preceding the month of 1931 medical assistance ineligibility.

The Family Assistance Administration staff determines eligibility for Transitional Medical Assistance and the Arizona Health Care Cost Containment System administers medical care services.

#### **.04 Food Stamp Transitional Benefit Assistance (TBA)**

Certain eligible FS budgetary units who no longer meet eligibility for CA will transition to TBA. TBA budgetary units are potentially eligible to receive up to five consecutive months of TBA benefits.

FAA staff will determine eligibility for Food Stamp Transitional Benefit Assistance (TBA).

**.05 Post-Employment Education Program (PEP)**

The Post-Employment Education Program (PEP) is available to current or former Jobs Program participants who are employed in unsubsidized employment. For former Jobs participants, PEP may be provided for up to two years from the date the TANF cash assistance case closed and it was [verified](#) the participant was employed in unsubsidized employment at the time of the TANF cash assistance case closure. The two-year period begins the first day of the month following TANF cash assistance closure. Former Jobs participants must have been assigned a follow-up period. (See [Monitoring Permanent Employment Without Concurrent Activities](#))

When a participant becomes employed, the Jobs case manager sends a *Transitional Education Opportunity* (JB-180) to the participant through JAS.

**A. Eligibility**

1. Services are available for up to two years from the date of employment for current or former Jobs participants who are employed in unsubsidized employment. The request for PEP services must occur no later than two years from the date the TANF cash assistance case closed due to employment.
2. Participants enrolled in a course of training that have an internship or other hands-on experience as part of the program of study required to graduate will not have the internship or other hands-on experience tracked separately in JAS. The Provider identified in JAS will be the principle training contractor, not the actual location of the hands-on training.

**B. Purpose**

Participants may receive training for jobs that are in demand in the local labor market. The Jobs case manager determines the appropriateness of the desired training by reviewing the *Case Management Screening Guide* (JOB-1091A English or JOB-1091S Spanish) and any of the following: TABE test, USES Interest Inventory, or Community College entrance exams.

1. Training may be provided for the purpose of any of the following:
  - a. Upgrading job skills.
  - b. Upgrading literacy levels or obtaining a GED.
  - c. Upgrading English language skills (ESOL).

2. The Jobs case manager must review any previous training expenditure to ensure services are not duplicated. The Jobs Program must not approve the same training twice.
3. Training expenses include all training costs (tuition, books, registration fees, tools, lab fees, uniforms, etc.) and are limited to \$2,500.
4. After a training program has been approved and begun, the participant may not change the program of study.

C. Referral Process

After determining eligibility for services and establishing the training to be provided (current Occupational Training Referral providers must be used for training services), the Jobs case manager refers participants for the Post-Employment Education Program (PEP) as determined by the status of the Jobs case, using one of two procedures listed below, as appropriate:

1. Participants who are in employment follow-up status.
  - a. The Jobs case manager must obtain verification of the training program costs from the training site, and complete the *Occupational Training Referral (OTR)/Post-Employment Education Program (PEP)* (JA-077), routing it as noted on the reverse side.
  - b. The Jobs case manager must issue an *Expense Voucher and Requisition* (JA-014) for books, supplies, tools, or uniforms that are not included in the tuition and are needed by the individual for the course of study.
  - c. Key all services on the *Employment Plan* (NIS060) screen. Use the service code **PEP** for all Post-Employment Education Program services.
    - (1) To authorize the tuition/registration, key **PEP** in the **SERV** field on the *Employment Plan* screen, key the date class begins in the **BEGINNING** field, and the date class ends in the **ENDING** field. Key the facility's provider and location codes in the appropriate field.

- (2) To authorize books, supplies, uniforms, or other expenses not included in the cost of the course of study, key **PEP** on the *Employment Plan* screen. Key the date the *Expense Voucher and Requisition* is issued in the **BEGINNING** field, and 30 days from the date of referral in the **ENDING** field. Key the providers' provider and location codes in the appropriate fields. When more than one *Expense Voucher and Requisition* is necessary, repeat the process for each voucher issued.
  - (3) Key **CON** in the **PROGRAM** field on the *Add Transaction* (NCA110) screen in JAS. (See [Payment Processing](#))
2. Former Jobs participants whose Jobs case has been closed due to successful completion of the employment follow-up period are eligible for the PEP. The Jobs case manager must take the following actions to authorize services:
  - a. Obtain verification of the training program costs from the training site and complete the *Occupational Training Referral (OTR)/Post-Employment Education Program (PEP)* (JA-077), routing it as noted on the reverse side.
  - b. Issue an *Expense Voucher and Requisition* (JA-014) for books, supplies, tools, or uniforms that are not included in the tuition and are needed by the participant for the course of study.
  - c. Complete an *Employment Plan* (NIS060) screen. Use the service code **PEP** for all transitional education services.
    - (1) Reference the tuition/registration by using the class start date in the **BEGINNING** field, and the date class ends in the **ENDING** field. Key the facility's provider and location codes in the appropriate field.
    - (2) Reference other expenses by using the date the *Expense Voucher and Requisition* (JA-014) is issued in the **BEGINNING** field and a date 30 days into the future in the **ENDING** field. Key the individual providers' provider and location codes in the appropriate field.

- (3) The Jobs case manager must access the Eform, Closed Case Record Request, in SYSM, and complete all information necessary to add Post-Employment Education Program services to the individual's case plan history and authorize payment. The Eform is routed directly to the Jobs Automated System Help Desk.

D. Payment Process

For payment processing for the PEP, see [Payment Processing](#).

**.06 Jobs Program Extended Services**

The Jobs Program may provide the following Jobs Program Extended Services for Jobs participants verified to have entered unsubsidized employment who lose eligibility for TANF cash assistance for six months from the date the TANF cash assistance case closes due to employment. The six-month period begins the first day of the month following TANF cash assistance closure. These transitional services are subject to eligibility and limitations outlined in the following specified services:

- A. [Transportation](#).
- B. [Child Care Related Expense](#).
- C. [Health Related Services](#).
- D. [Clothing](#).
- E. [Tools, Equipment and Specialized Garments](#).
- F. [Substance Abuse Rehabilitation Services](#).
- G. [Licenses](#).
- H. [GED Testing](#).
- I. [Mental Health Counseling](#).
- J. [Relocation](#).
- K. [Shelter/Utility Assistance](#).
- L. [Post-Employment Education Program](#).

Requests for Jobs Program Extended Services received from former participants who are residing in one delivery area (DES or Maximus) while follow-up activities are occurring in the alternate delivery area must be processed using policy at [Providing Follow-up Services in the Alternate Delivery Area](#)



**707 OTHER ARIZONA STATE ADMINISTRATIONS' CONTRACTS**

When a Jobs case manager learns about another program's contracted service that would benefit a Jobs participant or identifies a participant need for a specific service that is unavailable through the Jobs program, they can utilize other Arizona State Administration's contracts.

**.01 Jobs Case Manager**

Upon identifying another State Administration contract that can fulfill the participant's needs the Jobs case manager will take the following actions.

- A. Complete the *Procurement Request* form. The *Procurement Request* form is located in the Public Folders.
- B. Forward the *Procurement Request* form through the established Regional [SQA Procedures](#).
- C. Identify any issues that may occur while utilizing a contract. The Regional designated staff will forward the issue to the policy unit and copy the Contract Unit manager.
- D.A. Document contract issues in the case file *Progress Notes* (JA-011) when participation is affected.

**.02 Contract Unit**

The Contract Unit will take the following actions.

- A. Research the available contract.
- B. Contact the Employment Administration (EA) Policy and Training Unit to ensure the contract is in compliance with Federal, State, and Jobs Program policies and procedures.
- C. Coordinate contract use with systems, payment, and budget units. This includes obtaining Jobs Automated System (JAS) codes and funding streams.
- D. Provide information regarding available contract services, referral processes, and JAS codes to the EA Program and Policy unit.
- E. Establish a payment process in coordination with the Jobs Payment unit and contractor.
- F. Research and respond to issues raised from the field regarding contract problems.

**.03 Policy and Training Unit**

The Policy and Training Unit will develop a Policy Broadcast identifying availability of contracted services or items, information within the contract, and other information needed to complete the Referral to Provider.

**708 PAYMENT PROCESSING**

All payments for Jobs Program funded Services and Jobs Program activities are processed through the Jobs Payment Unit. Purchases are made either through a voucher system or through vendors who contract with the Jobs Program. Payment is made from the provider or vendor invoice for the Jobs Program. Payments are generated through the weekly payroll.

Requests for follow-up services received from former participants who are residing in one delivery area (DES or Maximus) while follow-up activities are occurring in the alternate delivery area must be processed using policy at [Providing Follow-up Services in the Alternate Delivery Area](#)

**.01 Non-Contract Payment Process**

All payments to participants and providers must follow established approval, review, and authorization procedures. **The non-contract payment process will be used for items provided on a one-time basis needed by a specific participant.**

- A. To authorize a Jobs Program Service for a participant the Jobs case manager completes the following:
  - 1. Identify whether other payments have been made for the needed service within the last 12 months by reviewing the following:
    - a. Access the *Case Plan History* (NIS430) screen.
    - b. Key the service needed (e.g., CLO, TOO, etc.).
    - c. Check last 12 months for dates of service.
  - 2. Prepare a voucher when no other payments have been authorized for the needed service in the last 12 months.
  - 3. Make a screen print of the *Case Plan History* screen when other services have been identified.
  - 4. Determine whether the maximum allowable dollar limit for this service has been exceeded by reviewing the following:
    - a. Access the *Warrant History List* (NCA360) screen.

- b. Check the **BEGIN** and **END** service dates, the **PROV ID/LOC** field numbers from the *Case Plan History* screen print, and match with the *Warrant History List* screen.
    - c. Identify the amounts of the warrants for each transaction and total the amounts.
  5. Complete a voucher for the remainder of the maximum dollar limit when the maximum amount has not been reached.
  6. Check for referral to possible community resources when the maximum dollar limit has been reached.
  7. Check the JAS provider tables to determine whether the provider already exists. When the provider does not exist in the JAS provider tables, or when the provider information needs to be updated, the Regional *Provider Add/Update* SYSM Eform must be completed.
- B. When the purchase is made from a provider who accepts the Jobs payment voucher, the Jobs case manager completes the following:
  1. Add the service to the *Employment Plan* (NIS060) screen. An edit message displays stating **Transaction Amount Cannot Exceed \$\_\_\_\_\_** (the amount displayed is the maximum dollar limit for the service being keyed).
    - a. When this service has not been screened for dollar amounts, see [Non-Contract Payment Process](#).
    - b. When the dollar amount has already been validated, press <ENTER>.
  2. Complete Section I of the *Expense Voucher and Requisition* (JA-014).
    - a. Sign the *Expense Voucher and Requisition* (JA-014) next to the participant's signature.
    - b. The *Expense Voucher and Requisition* is valid for 30 days from the date the voucher is given to the participant.
  3. Submit the *Expense Voucher and Requisition* (JA-014) to the supervisor for approval.
    - a. The supervisor will confirm their approval of the purchase or service by signing and dating the Authorization Signatures boxes.

- b. If the supervisor is out of the office and there is no supervisor designee to approve and sign the JA-014, the case manager will take the following actions.
  - (1) Fax the JA-014 the supervisor, or as a last resort to the Program Manager, for prior approval and signature.
  - (2) Place the returned fax with the approval signature in the case file.
  - (3) Document in the Authorizing Signatures area of the original JA-014 that the faxed copy is on file.
- 4. Upon approval from the supervisor, the Jobs case manager completes the following:
  - a. Place the original and canary copies of the voucher in the case record along with screen prints of the *Case Plan History* (NIS430) screen and *Warrant History List* (NCA360) screen.
  - b. Give the pink and goldenrod copies of the voucher to the participant to give to the vendor for purchase. The vendor retains the pink copy of the voucher for their records and returns the goldenrod copy along with an invoice, billing statement, or other request for payment to the Jobs local office.
  - c. Make the purchase for the participant when the participant is unable to do so.
- 5. Upon receipt of the voucher and the sales receipt from the vendor, the Jobs case manager completes the following:
  - a. Access the *Employment Plan* (NIS060) screen. Key the date the invoice was received next to the service in the **INVOICE RCVD-DATE** field (this is a mandatory field, service cannot be closed unless a date is keyed). Verify the following:
    - (1) The service/activity is correct and the payment was incurred within 30 days of the issuance date for that service/activity. (When the service is not on the *Employment Plan* screen or the *Case Plan History* screen, access the *Employment Plan* screen and add the service.)
    - (2) The provider identification number and location numbers are correct.

- b. Complete Section II of the original *Expense Voucher and Requisition* (JA-014).
- c. Enter the numeric program codes in the **PROGRAM** field on the *Expense Voucher and Requisition* when a three-letter alpha code has not been assigned for a specific Jobs Program service.
- d. Document the provider invoice or account number on the *Expense Voucher and Requisition*.
- e. Place the goldenrod copy of the voucher and all original sales receipts, invoices, screen prints of the *Case Plan History* (NIS430), screen print of the *Warrant History* (NCA360), and/or billing statements in the participant's case record. Ensure that the information can be utilized for any case audit process, e.g., case read, Central Office review, etc.
- f. Mail the completed original *Expense Voucher and Requisition* (JA-014) along with a **detailed description** from the vendor/provider of the services provide or items purchased (i.e. copies of sales receipts, invoices, billing statements, etc) to the [Jobs Payment Unit](#) within five days from when the completed forms are received (**do not hold until the end of the month**).

(1) The Jobs Payment Unit completes the following:

- (a) Not accept or process faxed or replacement *Expense Voucher and Requisition*.
  - (i) Jobs case managers must refer issues that cannot be resolved to their supervisor.
  - (ii) Supervisors must refer issues that cannot be resolved at their level to their Regional Office.
  - (iii) Regional Offices must elevate unresolved issues to the Jobs Payment Unit.
- (b) Complete the *Add Transaction* (NCA110) screen for payment of the voucher.
- (c) Add the transaction number, initial and date the invoice.

- (d) Process the voucher when the dollar amount does not exceed the maximum limit allowed for that service.
- (2) When the dollar amount does exceed the maximum limit allowed for that service, the following apply:
  - (a) An alert displays stating **Transaction Amount Cannot Exceed \$\_\_\_\_\_** (the amount displayed is the maximum dollar limit for the service being keyed).
  - (b) The Budget Manager must be contacted for approval to override. The Budget Manager authorizes the override and the Jobs Payment Unit contacts the Helpdesk for assistance in processing the voucher.
- 6. Maintain contact between participants/vendors and the Jobs Payment Unit. The Jobs case manager must not direct participants and vendors to the Jobs Payment Unit when the following occur:
  - a. Jobs case manager is contacted regarding a payment issue that he or she cannot resolve. The issue must be referred to the Jobs case manager's supervisor.
  - b. Need for further resolution exists. The issue must be elevated to the Regional Office. For resolving contract discrepancies, see [Contract Payment Process-Direct Billing](#).
- C. When a provider must have payment at the time of purchase, the Jobs case manager completes the following:
  - 1. Obtain an invoice, billing statement, or other printed form from the provider, or contact the provider or vendor by telephone. The printed material or documented telephone contact must include all of the following:
    - a. Service being purchased.
    - b. Cost of the service to be purchased.
    - c. Provider's name and address.
    - d. Provider's telephone number.
    - e. Date the billing information was provided.
    - f. Name and job title of the person providing the information.

2. Add the service to the *Employment Plan* (NIS060) screen. An edit message displays stating **Transaction Amount Cannot Exceed \$\_\_\_\_\_** (the amount displayed is the maximum dollar limit for the service being keyed).
  - a. When this service has not been screened for dollar amounts, see [Non-Contract Payment Process](#).
  - b. When the dollar amount has already been validated, press <ENTER>.
3. Complete Section I and II of the *Expense Voucher and Requisition* (JA-014).
  - a. Sign the *Expense Voucher and Requisition* (JA-014) next to the participant's signature.
  - b. The *Expense Voucher and Requisition* (JA-014) is valid for 30 days from the issuance date.
4. Submit the *Expense Voucher and Requisition* (JA-014) to the supervisor for approval.
  - a. The supervisor will confirm their approval of the purchase or service by signing and dating the Authorization Signatures boxes.
  - b. If the supervisor is out of the office and there is no supervisor designee to approve and sign the JA-014, the case manager will take the following actions.
    - (1) Fax the JA-014 the supervisor, or as a last resort to the Program Manager, for prior approval and signature.
    - (2) Place the returned fax with the approval signature in the case file.
    - (3) Document in the Authorizing Signatures area of the original JA-014 that the faxed copy is on file.
5. Document the provider invoice or account number on the *Expense Voucher and Requisition*.
6. Mail the completed original *Expense Voucher and Requisition* (JA-014) along with a **detailed description** from the vendor/provider of the services provide or items purchased (i.e. copies of sales receipts, invoices, billing statements, etc) to the [Jobs Payment Unit](#) within five days from the date the forms are completed (**do not hold until the end of the month**).
  - a. The Jobs Payment Unit completes the following:

- (1) Not accept or process faxed or replacement *Expense Voucher and Requisition*.
    - (a) Jobs case managers must refer issues that cannot be resolved to their supervisor.
    - (b) Supervisors must refer issues that cannot be resolved at their level to their Regional Office.
    - (c) Regional Offices must elevate unresolved issues to the Jobs Payment Unit.
  - (2) Complete the *Add Transaction* (NCA110) screen for payment of the voucher.
  - (3) Add the transaction number, initial and date the invoice.
  - (4) Process the voucher when the dollar amount does not exceed the maximum limit allowed for that service.
- b. When the dollar amount exceeds the maximum limit allowed for that service, the following apply:
  - (1) An alert displays stating ***Transaction Amount Cannot Exceed \$\_\_\_\_\_*** (the amount displayed is the maximum dollar limit for the service being keyed).
  - (2) The Budget Manager must be contacted for approval to override. The Budget Manager authorizes the override and the Jobs Payment Unit contacts the Jobs Helpdesk for assistance in processing the voucher.
7. Place all original sales receipts, invoices, screen prints of the *Case Plan History* (NIS430) and the *Warrant History* (NCA360), and/or billing statements in the participant's case record, ensuring that the information can be utilized for any case audit process, e.g., case read, central office review, etc.
8. Record the information in the case *Progress Notes* (JA-011) and place the information received from the provider or telephone contact in the billing section of the case record.
9. Maintain contact between participants/vendors and the Jobs Payment Unit. The Jobs case manager must not direct participants and vendors to the Jobs Payment Unit when the following occur:



- (1) When the Jobs case manager is contacted regarding a payment issue that he or she cannot resolve, the issue must be referred to the Jobs supervisor.
  - (2) When the need for further resolution exists, the issue must be elevated to the Regional Office. For resolving contract discrepancies, see [Contract Payment Process-Direct Billing](#).
- D. Purchases through the non-contract payment process are limited to a maximum of \$999.99.
  1. Purchases over \$999.99 are subject to the State Procurement Code, which requires three price quotes submitted in writing. The quotes are reviewed by the DES Purchasing Manager to select the vendor providing the lowest price quote.
  2. When purchases exceed \$999.99, the participant must obtain cost estimates from three different providers.
    - a. In rural communities that do not have three different providers, estimates from available providers (two when there are two providers, one when there is one provider) are acceptable. In this case, the Jobs case manager completes the following:
      - (1) Review the list of providers and any other available information (e.g., the Yellow Pages) to determine the number of providers that exist.
      - (2) Document the number of available providers on the case *Progress Notes* (JA-011).
    - b. When the cost estimates are received, the Jobs case manager sends the information to the Regional Program Manager for review and approval.
  3. Jobs case managers must not submit multiple *Expense Voucher and Requisition* (JA-014) for purchases to avoid exceeding expense limits established in policy. Vouchers are issued to cover an activity or service that is not connected to another activity or service (e.g., clothing and specialized garments are two separate services; a participant may purchase work pants (clothing) and hard-toed shoes (specialized garment) with two separate vouchers. Specialized garments are one service; a participant may not purchase a work uniform and hard-toed shoes with separate vouchers).

**.02 Contract Payment Process–Direct Billing**

The contract payment process will be used for services provided on an on-going basis to one Jobs participant or a group of Jobs participants.

The Jobs Program has contracted with providers statewide to provide services for its participants. Services include activities such as secondary education/GED, remedial education, English for Speakers of Other Languages (ESOL), vocational education/ training, job skills training and assessment. Services also include some Jobs Program Services such as mental health counseling and transportation. Refer to regional operating procedures for the availability of services and providers.

Policy in this section applies to providers who are under contract with the Jobs Program to provide services to Jobs participants. Local contractors are referred to as *providers* in this section. Contractors who serve offices throughout the State are referred to as *Statewide contractors* in this section where policy and procedures differ from that established for providers who serve specific regional areas.

Payments to providers are processed through the [Jobs Payment Unit](#). All providers are governed by Jobs Program provider payment policy and procedures listed below unless otherwise indicated. Occupational Training Referral providers have special factors unique to them that are considered in the billing and payment processes as identified in this section.

A. General Payment Standards

Providers must submit an itemized *Contractor Invoice* (JA-052) to the Central Office/Jobs Regional Office by the 15th workday of the month following the month of service.

1. Billing service dates are for the previous month.
2. Invoices for any month prior to the billing service dates (previous month) must be entered on a separate *Contractor Invoice* for each month billed.
3. A *Contractor Invoice* is submitted in two parts for the following:
  - a. TANF funded recipients (All Families and TPEP).
  - b. FS E&T participants.
4. The Jobs Regional Office reviews the *Contractor Invoice* to verify that the requested reimbursement does not extend beyond the terms of the contract. (Providers should ensure that the unit cost portion of the *Contractor Invoice* is the approved compensation cost based on the existing contract.)

B. Occupational Training Referral Provider Billings

In addition to the General Payment Standards, Occupational Training Referral providers use the following special procedures regarding billing the Jobs Program for services, as applicable:

1. Community Colleges and Universities

Community colleges and universities must initiate billing for tuition and/or registration fees within 90 days from the date of registration by using the provider's approved master list. The provider must use the *Contractor Invoice* (JA-052) or their own billing invoice. The billing information must include the following participant's/student information:

- a. Name, Social Security Number, and Jobs ID number.
- b. Registration and tuition fees.
- c. Pell grants, scholarships, and other financial aid received.

2. Private Schools and Skill Centers

Tuition and/or registration fees must be billed monthly using the *Contractor Invoice* according to student attendance information as recorded on the *OTR Sign-In/Sign-Out Record* (JA-078) or the provider's approved comparable attendance record.

3. Approved training costs other than tuition, registration fees, and/or other contracted costs.

Billing for payment of approved non-contracted costs of training (such as books, supplies, tools, uniforms, and other ancillary expenses) are billed through the use of the *Expense Voucher and Requisition* (JA-014), according to procedures outlined in [Non-Contract Payment Process](#)

C. Reconciliation of Contracted Direct Billing

1. For Occupational Training Referral billings, the Jobs Contract Specialist must retain and track notifications of financial aid awarded to Jobs participants.

2. Within ten workdays of receipt of the billings from the contracted provider, the Jobs Contract Specialist completes the following:

- a. Review the billings for accuracy and compare the services billed to the services indicated on the *Referral to Provider* (JA-006 English or JA-006-S Spanish). Ensure that the Occupational Training Referral classes listed on the billing are consistent with the classes that are approved for funding.

NOTE: When discrepancies are discovered, see [Billing Discrepancies](#).

- b. Certify the information on the *Employment Plan* (NIS060) screen or, when the service is closed, review the *Case Plan History* (NIS430) screen in JAS.
  - c. Key the date the invoice was received when service is indicated on the *Employment Plan* screen.
  - d. Confirm payment is in accordance with the compensation section of the contract.
  - e. Access the *Employment Plan* screen and key the service when services were authorized but are no longer located on the *Employment Plan* screen.
  - f. Review, sign and date the *Contractor Invoice* (JA-052) when the form is complete and accurate.
  - g. Forward the billings to the [Jobs Payment Unit](#).
  - h. The Jobs Payment Unit completes the *Add Transaction* (NCA110) screen for payment of the invoice, adds the transaction number, initials and dates for payment.
3. In the case of discrepancies on provider billings when the provider is a statewide contractor, all contract issues must be referred to the Central Office contract specialist.
4. In the case of discrepancies where the billing does not meet the terms of the contract and the vendor is a local provider, the following procedures apply:
  - a. The Jobs Regional Office must contact the provider regarding the item(s) in question.
  - b. When discrepancies cannot be resolved at the Regional level, the Jobs Regional Office contacts the Central Office contract specialist to define the contract terms as follows:
    - (1) The Central Office contract specialist addresses the discrepancy with the Jobs Regional Office.
    - (2) The Jobs Regional Office contacts the provider to resolve the issue.
  - c. When the discrepancy cannot be resolved in this manner, the Central Office contract specialist must work with the provider and the Jobs Regional Office to come to a mutual resolution so that payment may be authorized.

## D. Late Billing Follow Up

1. Invoices billed after established time frames require special processing and interaction with the vendor so they can adjust their invoice processing procedures and avoid the need for negative action.
  - a. Community colleges and universities must bill the Jobs Program within 90 days from registration.
  - b. All other contracted providers must bill the Jobs Program within 45 days from the date(s) of service.
2. To help ensure that provider billings are timely, the following procedures apply:
  - a. When the Jobs Regional Office has not received billing from the provider by the 15th workday of the following month, the Jobs Regional Office must forward a reminder letter to the provider advising them of the billing time frame. The Jobs Regional office must include a listing of Jobs participants enrolled with the Occupational Training Referral provider for the previous month with the reminder letter. This listing must include the following:
    - (1) Participant's name, Social Security Number, and Jobs ID number.
    - (2) Beginning and ending dates of training.
    - (3) Terminations.
  - b. When billing is not received within five workdays following the date on the reminder letter, the Jobs Regional Office must send a follow-up letter, and forward a copy to the Central Office contract specialist.
  - c. When Jobs is advised that service has been rendered, a follow-up letter has been sent, and billing still has not been received, the Central Office contract specialist must confer with the provider and Jobs Regional Office to resolve confusion and reach a resolution.

**.03 Contract Payment Process–Non-Direct Billings**

The Jobs Program has contracted with providers to offer services that are not directly tied to a specific participant, but are designed to support services and activities. Services include transportation van routes that serve a variety of participants, partnerships for buses to provide transportation to and from the Maricopa Skills Center, and curriculum development for classes included in the specialized service programs.

Payments to providers are processed through the [Jobs Payment Unit](#). The following Jobs provider payment policy and procedures govern all non-direct service providers unless otherwise indicated:

A. General Payment Standards

Providers must submit an itemized *Non-direct Contractor Invoice* to the Jobs Central Office by the 15th workday of the month following the month of service.

1. Billing service dates are for the previous month.
2. Invoices for any month prior to the billing service dates (previous month) must be entered on a separate *Non-direct Contractor Invoice* for each month being billed.
3. A Central Office contract specialist must review the *Non-direct Contractor Invoice* to verify that the requested reimbursement does not extend beyond the terms of the contract. (Providers should ensure that the unit cost portion of the *Non-direct Contractor Invoice* is the approved compensation cost based on the existing contract.)

B. Central Office Reconciliation of Contracted Non-direct Billing

1. Within ten workdays of receipt of the billing from the contracted provider, the Jobs Central Office contract specialist completes the following:
  - a. Complete a contract compliance review, which includes reviewing the billings for accuracy, and ensuring that the services listed are consistent with those that are approved for funding.
  - b. Verify that the system information in FMCS is correct.
  - c. Review, sign and date the *Non-direct Contractor Invoice* when the form is complete and accurate.
2. In the case of discrepancies on non-direct provider billings involving interpretation of the contract or compliance with the terms of the contract, the Central Office contract specialist completes the following:
  - a. Forward billings to the [Jobs Payment Unit](#) for processing when vouchers and invoices are received and determined to be complete and accurate.
  - b. Contact the provider regarding the item(s) in question.
  - c. Work with the provider to reach a mutual resolution so that payment may be authorized.

## C. Late Billing Follow-Up

1. Invoices billed after established time frames require special processing and interaction with the vendor so they can adjust their invoice processing procedures and avoid the need for negative action.
2. To help ensure that provider billings are timely, the following procedures apply:
  - a. When Central Office has not received billing from the provider by the 15th workday of the following month, the Central Office contract specialist must forward a reminder letter to the provider advising them of the billing time frame. The Central Office contract specialist must include a listing of Jobs participants enrolled with the Occupational Training Referral provider for the previous month with the reminder letter. This listing must include the following:
    - (1) Participant's name, Social Security Number, and Jobs ID number.
    - (2) Beginning and ending dates of training.
    - (3) Terminations.
  - b. When billing is not received within five workdays following the date on the reminder letter, the Central Office contract specialist must send a follow-up letter.
  - c. When the Central Office contract specialist knows service has been rendered, a follow-up letter has been sent, and billing still has not been received, the Central Office contract specialist must confer with the provider to resolve confusion and reach a resolution.
3. When billing issues need to be resolved, see [Central Office Reconciliation of Contracted Non-direct Billing](#).
4. When the Central Office contract specialist receives vouchers and invoices determined to be complete and accurate, they must be forwarded to the Jobs Payment Unit for processing.

D. The Jobs Payment Unit sends the *Payment Voucher* (AS-806) to DES Accounting for payment processing through the FMCS system within 30 days from the date they receive a complete and accurate voucher or invoice.

**.04 Payment Processing for Closed Jobs Cases**

The 90-day follow-up period must be assigned for participants who become employed in unsubsidized employment. At the end of the 90-day follow-up period, the Jobs case will be closed but the participant remains potentially eligible for Jobs Program Transitional Services and Jobs Program Extended Services. Should the payment for services need to be made after the Jobs case closes, take the following actions will be required.

- A. Log into the SYSM Main Menu.
- B. Key **4.4** in the ENTER COMMAND field (Outbasket/Eform summary).
- C. Press <ENTER>.
- D. Scroll down until the Eform EP UPDATE REQUEST is reached.
- E. Select the Eform by keying **S** in the blank field to the left of the Eform ID.
- F. Press <ENTER>.
- G. Complete all the information fields on the Eform.
- H. Key **SEND** in the ENTER COMMAND field.
- I. The Eform automatically routes to the Jobs Helpdesk for entry into the Case Plan History (NIS430).



**709 WARRANTS/ARIZONA ELECTRONIC BENEFITS TRANSFER (EBT)**

Jobs case managers are responsible for taking appropriate actions to ensure the timely issuance of funds. Providers need their warrants to continue serving Jobs participants. Jobs participants need their EBT/warrants to comply with program requirements.

**.01 Payroll**

The purpose of the Jobs payroll is to generate the EBT/warrants that are used to pay participants' TRE and/or FLSA Supplements, and to pay providers and contractors. For EBT/warrants to be issued, the Jobs case manager must complete the following:

- A. Update the following fields on the *Employment Plan* (NIS060) screen, or when the service is closed, review the *Case Plan History* (NIS430) screen in JAS to verify the following:
  - 1. Provider ID and location.
  - 2. Activity and service.
  - 3. Begin and end date.
- B. Key requests for issuance of TRE and/or FLSA in JAS. The Jobs Payment Unit processes all other invoices for payments.
- C. Maintain all contact between participants/vendors and the Jobs Payment Unit. The Jobs case manager must not direct participants and vendors to the Jobs Payment Unit.
  - 1. When the Jobs case manager is contacted by a participant or vendor regarding a payment issue that he or she cannot resolve, the issue must be referred to the Jobs case manager's supervisor.
  - 2. When the need for further resolution exists, the issue must be elevated to the Regional Office.
  - 3. When the Regional Office cannot resolve the payment issues, the Regional Office must contact the Jobs Payment Unit.

**.02 EBT Benefits**

The Department of Economic Security uses the EBT method for distributing Food Stamps, TANF Cash Assistance, TRE and FLSA benefits to participants via a QUEST card.

- A. The QUEST card is used to control access to EBT benefits in a participant's account when the participant enters their pre-selected Personal Identification Number (PIN). The PIN is a four-digit number selected by and known only to the participant.

- B. All participants applying for TANF cash assistance or food stamp benefits receive EBT training and are issued a QUEST card at the time of the FAA eligibility interview. Only designated FAA local office staff have the profile to perform QUEST card maintenance. The FAA Eligibility Interviewer provides EBT training to the participant.
- C. The participant or the participant's representative can withdraw cash from an ATM displaying a QUEST sign or symbol. A cost for each ATM transaction is deducted from the participant's account, as well as any other transaction fees the banking institution charges.
- D. The participant may use their QUEST card to purchase products, money orders, and make cash withdrawals from retail merchants. When a retailer signs up to participate in Arizona's EBT Project, they decide the level of cash access allowable per participant's visit. Each store may have a different policy.
- E. The QUEST card does not deactivate when a case is closed. The participant is entitled to use any amount remaining in the account after the case is closed. Participants should be encouraged to keep their QUEST card when their TANF cash assistance is closed.

### **.03 EBT Benefit Issuance**

The Jobs case manager authorizes TRE and/or FLSA payments for participants coded as the Primary Informant (PI) in AZTECS by requesting the payment on the *Add Transaction* (NCA110) screen or the *Add Multiple Transactions* (NCA120) screen in JAS. The benefit is available after 5:00 AM the first workday following the Jobs payroll run. The Jobs payroll is run each Wednesday after 5:00 PM.

#### **A. AGED/STALE EBT Accounts**

An account is considered AGED when there is no withdrawal activity for 30 days. At 60 days without account activity, FAA sends the *Aged Cash Account* (X073) notice.

When an EBT account has been aged for 90 days or more, the account is considered STALE. Benefits are removed from the EBT account and the participant no longer has access to the benefits.

1. The participant can contact the FAA local office and request reinstatement of their EBT account anytime within one year from the initial date of benefit inactivity.
2. When a participant contacts the Jobs local office to request reinstatement of their TRE and/or FLSA benefits, refer the participant to the FAA local office. Only FAA designated staff can reinstate funds, including Jobs TRE and FLSA benefits.

3. When the participant has not accessed their EBT benefits account for one year from the initial date of benefit inactivity, the EBT benefits are deleted. The payee loses all rights to regain those EBT benefits.

**B. Lost or Stolen QUEST Cards**

At issuance, FAA advises the participant to report lost or stolen cards immediately.

1. Any funds spent prior to a card being reported lost or stolen are not replaced.
2. When a participant contacts the Jobs local office to report a lost or stolen card, the Jobs case manager refers them to the FAA local office or to the [EBT Customer Service 24-hour Hotline](#). The FAA designated staff complete the following:
  - a. Verify the identity of the participant through a series of questions.
  - b. Change the status code in the **EBT CARD STATUS** field on the EBCM screen in AZTECS.

**.04 Determining Status of EBT Benefits**

When the participant contacts the Jobs local office to report a discrepancy in their EBT account (e.g., benefits have not been deposited into the EBT account), the Jobs case manager must review the EBT Menu to determine the status of the EBT account and benefits. The EBT Menu can be accessed through the *JAS History/Display* submenu (F12 key) and is utilized for viewing purposes only. Following is a description and the purpose of each of the seven EBT screens. All screens must be reviewed to verify the status of the EBT account.

- A. **EBPM (EBT Payee Maintenance)** – The EBPM screen allows FAA to establish an EBT account. Once the EBT account is established, EBPM is used to set up or change EBT representatives and to authorize EBT QUEST card use for the appropriate benefit type.
- B. **EBCM (EBT Card Maintenance)** – The EBCM screen allows FAA to issue, reissue, or change information on a QUEST card and PIN.
- C. **EBPI (EBT Payee Inquiry)** – The EBPI screen displays the current status of the EBT account and the following information regarding the Primary Payee (participant):
  1. Primary Payee.
  2. Representative(s).
  3. QUEST Personal Account Number (PAN).

4. QUEST card status.
5. Available cash balance. The accumulated total amount of CA, TRE (TANF cash assistance and food stamps), and FLSA available to the participant.
6. Up to six recent benefit issuance records. The available balance for each of the following specific types of benefits:

**CATE** – Jobs TRE

**CATL** – Jobs FLSA

**CATF** – Jobs Food Stamp Stipend (food stamp TRE)

**CA** – TANF Cash Assistance

**FS** – Food Stamps

- D. EBCI (EBT Card Inquiry) – The EBCI screen allows inquiry on a QUEST card. Key the Personal Account Number (PAN) from a QUEST card in the **CARD NUMBER** field. Press <ENTER>.

1. The following information regarding the Primary Payee and the current status of their QUEST card displays:
  - a. QUEST card status.
  - b. Number of failed attempts at entering the correct PIN.
  - c. QUEST card issuance date.
  - d. Number of cards connected to the case.
  - e. The Personal Account Number (PAN).
  - f. The AZTECS case name and number.

2. The EBCI screen can be used for the following:

- a. Identify QUEST Cards that are lost.
- b. Find AZTECS case numbers of Payees who have their QUEST card, but do not know their case number.

- E. EBTH (EBT Transaction History) – The EBTH screen displays a history of EBT transactions.

1. EBTH can only be accessed from EBME (Electronic Benefit Menu).

2. EBTH only displays transactions from the last 90 days.
    - a. Key start and end times and dates to indicate a particular search period. Press <ENTER>, and up to fifteen transaction records display for the search period requested.
    - b. When there are more transactions to display for a search period, a **Y** displays in the **MORE** field. Press <ENTER> to display the next fifteen transactions.
  3. For transactions older than 90 days, a request for an ad hoc report must be submitted. The ad hoc report should only be initiated for the following reasons:
    - a. Fair Hearings.
    - b. OSI Investigations.
    - c. QC Reviews.
- F. EBRE (EBT Reinstatements) – The EBRE screen is used to reinstate EBT benefits.
- When a participant contacts the Jobs local office to request reinstatement of their TRE and/or FLSA benefits, the participant must be referred to the FAA local office. Only FAA designated staff can reinstate funds, including Jobs TRE and FLSA benefits.
- G. EBDI (EBT Direct Deposit Inquiry) – The EBDI screen displays direct deposit information regarding the EBT account.
1. EBDI is accessed from EBPI or from EBME.
  2. EBDI displays the same fields as EBDD.

#### **.05 Reinstatement of TRE Benefits and/or FLSA Payments**

When a participant contacts the Jobs local office to request reinstatement of their TRE and/or FLSA benefits, refer the participant to the FAA local office. Only FAA designated staff can reinstate funds, including Jobs TRE and FLSA benefits.

#### **.06 Participant Warrants**

Warrants must be issued directly to Jobs participant's who are NOT coded as the PI in AZTECS for TRE and/or FLSA Supplements. Warrants must be sent to the Jobs local office only when the provider requires payment at the time of service. The Jobs case manager must issue the warrant to the participant to use as payment for service.

## A. Unredeemed Participant Warrants

Warrants that cannot be delivered by the U.S. Postal Service are returned to the Jobs Payment Unit, as that is the return address indicated on the envelope. Warrants that are returned to the Jobs local office must be forwarded to the Jobs Payment Unit.

## 1. Participant Warrants Returned by the Post Office

Upon receipt of undeliverable warrants, the Jobs Payment Unit completes the following:

- a. Maintain the returned warrant in a secure location at Central Office.
- b. Review the *Warrant History List* (NCA360) screen in JAS to determine whether a replacement warrant has been issued.
  - (1) When a replacement warrant has been issued, cancel the warrant and return it the same day to [DES Accounting](#).
  - (2) When a replacement warrant has not been issued, complete the following:
    - (a) Contact the Jobs case manager to advise them that the warrant was returned and request a correct mailing address (JAS must be updated with current information).
    - (b) Re-mail the warrant to the new address.
    - (c) When the warrant cannot be delivered after 90 days from the issuance date, complete the following:
      - (i) Cancel the warrant.
      - (ii) Credit the appropriate Jobs funding account by the amount of the warrant.
      - (iii) Send the cancelled warrant to [DES Accounting](#).

## 2. Participant Warrants Returned by the Participant or Others

- a. When a participant, provider or other individual returns a warrant to the Jobs local office, the Jobs case manager must complete the following:

- (1) Attempt to identify the reason for the return.
    - (2) Record in the case *Progress Notes* (JA-011) the participant or provider's statement regarding their reasons for returning the warrant.
    - (3) Mark void on the warrant.
    - (4) Send the voided warrant and a route slip or memo with a specific explanation to the [Jobs Payment Unit](#).
  - b. The Jobs Payment Unit completes the following:
    - (1) Cancel the warrant and send it to [DES Accounting](#).
    - (2) Follow the procedures outlined in [Lost, Stolen and Unavailable Warrants](#).
3. Non-Receipt of Participant Warrants

When the participant contacts the Jobs local office regarding non-receipt of a warrant, the Jobs case manager advises that it may take up to four postal workdays from the warrant mailing date for the U.S. Postal Service to deliver the warrant.

  - a. Instruct the participant to contact the Jobs local office after four postal workdays from the date the warrant was mailed.
  - b. After four postal workdays have passed, the Jobs case manager completes the following:
    - (1) Check the *Warrant History List* (NCA360) screen to verify that the warrant was issued and redeemed.
    - (2) Verify the participant's current address. When the participant's current address differs from what is in JAS, update JAS.
    - (3) Determine whether the Jobs Payment Unit has contacted the Jobs local office to indicate they have received a returned warrant.
  - c. For issuance of replacement warrants, see [Replacement Warrants](#).
- B. Replacement Participant Warrants

When a participant reports a warrant was not received, the Jobs case manager must review the steps in [Unredeemed Warrants](#).

1. When the participant is not eligible to receive the warrant, notify them why the warrant cannot be re-issued.
2. When the warrant has been redeemed, follow the procedures in [Lost, Stolen and Unavailable Warrants](#).
3. When a warrant replacement is indicated, the Jobs case manager completes the following:
  - a. Determine the cause and ensure a warrant is issued when the participant is eligible to receive the warrant.
  - b. Complete the *Replacement Warrant Request and Bond of Indemnity* (GAO-6) for a warrant that has not been redeemed.
    - (1) The Jobs case manager must forward the *Replacement Warrant Request and Bond of Indemnity* (GAO-6) to the Jobs Payment Unit for processing.
    - (2) The Jobs Payment Unit requests that DES Accounting stop payment on the missing warrant.
  - c. Notify the participant of the cancellation and replacement of the original warrant. When the participant receives the original warrant after the replacement has been mailed, instruct them to return the warrant to the Jobs local office.
  - d. When the original warrant is returned, mark void on the original warrant and return it to the [Jobs Payment Unit](#).
4. The Jobs Payment Unit completes the following:
  - a. Cancel the warrant and send it to [DES Accounting](#).
  - b. Follow the procedures outlined in [Lost, Stolen and Unavailable Warrants](#).

C. Lost, Stolen and Unavailable Participant Warrants

1. When a warrant is reported as lost or stolen, the Jobs case manager must wait four postal workdays and then complete a *Replacement Warrant Request and Bond of Indemnity* (GAO-6) and send it to the [Jobs Payment Unit](#).
2. After receiving the *Replacement Warrant Request and Bond of Indemnity* (GAO-6), the Jobs Payment Unit determines whether the lost or stolen warrant has been redeemed. When redeemed, a copy of the warrant must be requested from [DES Accounting](#).



- a. When the warrant has not been redeemed, the Jobs Payment Unit must notify DES Accounting to stop payment on the warrant and issue a replacement warrant.
- b. When the warrant has been redeemed, the Jobs Payment Unit must obtain a copy of the redeemed warrant from DES Accounting and send it, along with three *Affidavit of Forgery* (GAO-28) forms, to the Jobs case manager to determine whether the endorsement is valid.
  - (1) When the participant identifies the endorsement as valid, the Jobs case manager must notify the Jobs Payment Unit and a replacement warrant must not be requested.
  - (2) When the participant indicates they did not endorse the warrant, the participant must complete three original, **notarized** *Affidavit of Forgery* forms. The Jobs case manager must send the **notarized** *Affidavit of Forgery* forms to the Jobs Payment Unit. The Jobs Payment Unit completes the following:
    - (a) Send the three **notarized** *Affidavit of Forgery* (GAO-28) forms and a copy of the warrant to the [DES Office of Special Investigations](#).
    - (b) Issue a replacement warrant within ten days of the date they signed the *Affidavit of Forgery* forms. (FMCS warrants for non-direct billings must be requested through DES Accounting).

#### **.07 Provider Warrants**

Warrants are issued directly to the provider. The only time a warrant is sent to the Jobs local office is when the provider requires payment at the time of service. Warrants must never be picked up at Central Office.

##### **A. Unredeemed Provider Warrants**

Warrants that cannot be delivered by the U.S. Postal Service must be returned to the Jobs Payment Unit, as that is the return address indicated on the envelope. Warrants that are returned to the Jobs local office by the provider or other persons must be forwarded to the [Jobs Payment Unit](#).

##### **1. Provider Warrants Returned by the Post Office**

Upon receipt of undeliverable warrants, the Jobs Payment Unit completes the following:

- a. Maintain the returned warrant in a secure location at Central Office.
  - b. Review the *Warrant History List* (NCA360) screen in JAS to determine whether a replacement warrant has been issued.
    - (1) When a replacement warrant has been issued, cancel the warrant and return it the same day to [DES Accounting](#).
    - (2) When a replacement has not been issued, complete the following:
      - (a) Contact the Jobs case manager to advise them that the warrant was returned.
      - (b) Contact the Contract Unit to complete the following:
        - (i) Determine the provider's correct mailing address.
        - (ii) Ensure that JAS is updated with the provider's current address.
      - (c) Re-mail the warrant to the new address.
      - (d) When the warrant cannot be delivered after 90 days from the issuance date, complete the following:
        - (i) Cancel the warrant.
        - (ii) Credit the appropriate Jobs funding account by the amount of the warrant.
        - (iii) Send the cancelled warrant to [DES Accounting](#).
2. Provider Warrants Returned by the Provider or Others
- a. When a provider or other individual returns the warrant to the Jobs local office, the Jobs case manager must complete the following:
    - (1) Attempt to identify the reason for the return.
    - (2) Record in the case *Progress Notes* (JA-011) the provider's statement regarding their reasons for returning the warrant.

- (3) Mark void on the warrant.
    - (4) Send the voided warrant and a route slip or memo with a specific explanation to the [Jobs Payment Unit](#).
  - b. The Jobs Payment Unit completes the following:
    - (1) Cancel the warrant and send it to [DES Accounting](#).
    - (2) Follow the procedures outlined in [Lost, Stolen and Unavailable Warrants](#).
3. Non-Receipt of Provider Warrants

When the provider contacts the Jobs local office regarding non-receipt of a warrant, the Jobs case manager must wait four postal workdays from the warrant mailing date to allow a reasonable length of time for the U.S. Postal Service to deliver the warrant.

  - a. Instruct the provider to contact the Jobs local office after four postal workdays from the date the warrant was mailed.
  - b. After four postal workdays have passed the Jobs case manager completes the following:
    - (1) Check the *Warrant History List* (NCA360) screen to verify that the warrant was issued and redeemed.
    - (2) Determine whether the Jobs Payment Unit has contacted the Jobs local office to indicate they have received a returned warrant.
  - (c) For issuance of replacement warrants, see [Replacement Warrants](#).

B. Replacement Provider Warrants

When a provider reports a warrant was not received, the Jobs case manager must review the steps in [Unredeemed Warrants](#).

1. When the provider is not eligible to receive the warrant, notify the provider why the warrant cannot be issued.
2. When the warrant has been redeemed, follow the procedures in [Lost, Stolen and Unavailable Warrants](#).
3. When a warrant replacement is indicated, the Jobs case manager must complete the following:
  - a. Determine the cause and ensure a warrant is issued when the provider is eligible to receive the warrant.

- b. Complete the *Replacement Warrant Request and Bond of Indemnity* (GAO-6) for a warrant that has not been redeemed.
    - (1) The Jobs case manager must forward the *Replacement Warrant Request and Bond of Indemnity* to the Jobs Payment Unit for processing.
    - (2) The Jobs Payment Unit requests that DES Accounting stop payment on the missing warrant.
  - c. Notify the provider of the cancellation and replacement of the original warrant. When the provider receives the original warrant after the replacement has been mailed, instruct them to return the warrant to the Jobs local office.
  - d. When the original warrant is returned, mark void on the original warrant and return it to the [Jobs Payment Unit](#).
4. The Jobs Payment Unit completes the following:
- a. Cancel the warrant and send it to [DES Accounting](#).
  - b. Follow the procedures outlined in [Lost, Stolen and Unavailable Warrants](#).
- C. Lost, Stolen and Unavailable Provider Warrants
- 1. When a warrant is reported as lost or stolen, the Jobs case manager must wait four postal workdays and then complete a *Replacement Warrant Request and Bond of Indemnity* (GAO-6) and send it to the Jobs Payment Unit.
  - 2. After receiving the *Replacement Warrant Request and Bond of Indemnity*, the Jobs Payment Unit determines whether the lost or stolen warrant has been redeemed. A copy of the warrant must be requested from [DES Accounting](#).
    - a. When the warrant has not been redeemed, the Jobs Payment Unit must notify DES Accounting to stop payment on the warrant and issue a replacement warrant.
    - b. When the warrant has been redeemed, the Jobs Payment Unit must obtain a copy of the redeemed warrant from DES Accounting and send it, along with three *Affidavit of Forgery* (GAO-28) forms, to the Jobs case manager to determine whether the endorsement is valid.
      - (1) When the provider identifies the endorsement as valid, the Jobs case manager must notify the Jobs Payment Unit and a replacement warrant must not be requested.

- (2) When the provider indicates they did not endorse the warrant, the provider must complete three original, **notarized** *Affidavit of Forgery* forms. The Jobs case manager must send the **notarized** forms to the Jobs Payment Unit. The Jobs Payment Unit completes the following:
  - (a) Send the three **notarized** *Affidavits of Forgery* forms and a copy of the warrant to the [DES Office of Special Investigations](#).
  - (b) Issue a replacement warrant within ten days of the date the provider signed the *Affidavit of Forgery*. (FMCS warrants for non-direct billings must be requested through DES Accounting.)

## 710 OVERPAYMENTS

An overpayment occurs when the Jobs Program pays a provider or participant more than they were entitled to receive. When an overpayment is evident, the Jobs case manager is responsible for taking the action necessary to begin repaying the overpayment. Collection of overpayments is the responsibility of the Jobs Program and the DES Office of Accounts Receivable and Collections.

It is not considered an overpayment when the participant has made purchases with an *Expense Voucher and Requisition* (JA-014), then subsequently failed to meet the agreed upon Jobs requirements. Document the participant's case record regarding purchases that were made when the participant failed to fulfill their obligations.

### .01 Discovery

When an overpayment is identified it must be reported regardless of the time lapse. Arizona law provides that any staff or supervisor who does not immediately report an overpayment is subject to dismissal.

Upon discovery of a potential overpayment, the Jobs case manager must complete the following:

- A. Review the case record for accuracy of prior payments.
- B. Complete the *Overpayment Notification* (JA-036).
- C. Forward the original and canary copies of the *Overpayment Notification* to the [Jobs Payment Unit](#) and place the pink copy in the case record. The Jobs Payment Unit forwards the canary copy to the Office of Accounts Receivable and Collections ([OARC](#)). OARC is only able to pursue a claim when the *Overpayment Notification* is accurately completed and includes the participant's full name, Social Security Number, and the amount of the overpayment.

- D. Apply a white label to the upper, right hand corner of the front of the case record folder and print the word *overpayment* in black, indelible ink on the label to ensure the case record is retained in the Jobs local office.

## **.02 Collections**

- A. When the amount of the overpayment is less than \$35.00, collection is not pursued and the claim is not forwarded to the Office of Accounts Receivable and Collections. Claims that are forwarded to the Office of Accounts Receivable and Collections in error are returned to the Jobs Payment Unit. The Jobs Payment Unit must send the returned claim to the appropriate Jobs case manager.
- B. When the Office of Accounts Receivable and Collections receives a claim from the Jobs Payment Unit, they initiate collection by determining the frequency and amount of remittance or grant a waiver. Overpayments that are not intentional may be waived at the Office of Accounts Receivable and Collections' discretion. The Office of Accounts Receivable and Collections completes the following:
  - 1. Send the participant a notice informing them of the overpayment, the methods of repayment, and the waiver process.
  - 2. Direct claimants to contact the Jobs case manager when they request specific information regarding the amount and circumstances of their overpayment.
  - 3. Discuss a repayment schedule and the waiver process with the participant. Overpayments are not recouped by adjusting future payments.
  - 4. Determine when an overpayment collection action must be terminated.
  - 5. Notify the Jobs Payment Unit of the status of the claim.
- C. When the Jobs Payment Unit receives information from the Office of Accounts Receivable and Collections, they complete the following:
  - 1. Log and monitor the information provided by the Office of Accounts Receivable and Collections for tracking purposes.
  - 2. Update JAS.
  - 3. Notify the Jobs case manager when the overpayment has been repaid.

## **.03 Voluntary Repayment/Refund**

When a participant/provider volunteers to make a payment against an overpayment (including claims less than \$35.00) or refund TANF funds, the Jobs case manager completes the following:

- A. Direct the participant or provider to write a check or money order payable to the order of the Jobs Program Jobs Payment Unit. Do not accept cash.
- B. Complete an *Official Receipt* (JOB-1094A).
  - 1. Place the original in the case record.
  - 2. Give the participant the canary copy.
- C. Complete an *Overpayment Notification* (JA-036) excluding the following:
  - 1. Fund.
  - 2. Dept.
  - 3. Appropriation.
  - 4. Activity.
  - 5. Object.
  - 6. Reporting Category.
- D. Place the pink copy of the *Overpayment Notification* (JA-036) in the case record.
- E. Forward the payment and the original and canary copies of the *Overpayment Notification* (JA-036) to the [Jobs Payment Unit](#). The Jobs Payment Unit files the original *Overpayment Notification* and forwards the payment and the canary copy of the *Overpayment Notification* to the [Office of Accounts Receivable and Collections](#) and update JAS.

## 711 ACCOUNTABILITY

The Jobs Program is responsible for gathering and maintaining all documentation related to payments.

### .01 Local Office

- A. The Jobs Regional Office
  - 1. The Regional Program Manager is responsible to ensure all requests for payments of services and/or activities are valid based on current policy and procedures.
  - 2. Screen prints of error messages on payment actions are forwarded to the Jobs Regional Office on an ongoing basis for review and corrective action.

3. Ensure the validity and accuracy of all decisions made by the Jobs case managers. Through the case read process, the Regional Program Manager must review and monitor all actions related to the following:
  - a. *Expense Voucher and Requisition* (JA-014)
  - b. *Specialized Services Eligibility Determination* (JOB-1015A)
  - c. *Referral to Provider* (JA-006 English or JA-006-S Spanish)
  - d. *Contractor Invoice* (JA-052)
4. The Regional Program Manager completes the following:
  - a. Establish consistent practices and procedures to ensure correct payments are generated for expenses and services.
  - b. Maintain a regional instruction guide on purchasing procedures.
  - c. Monitor purchases.

B. The Jobs Supervisor:

1. The Jobs Supervisor is responsible to ensure all requests for payments of services and/or activities are valid based on current policy and procedures.
2. Ensure the validity and accuracy of all decisions issued by the Jobs case managers. Through the case read process, the Jobs supervisor must review and monitor all actions related to the following:
  - a. *Expense Voucher and Requisition* (JA-014) (with screen prints of the *Case Plan History* (NIS430), *Warrant History List* (NIS360), and *Display Transaction History* (NCA350).
  - b. *Weekly Time and TRE Report* (JA-012 English or JA-012-S Spanish).
  - c. *Specialized Services Eligibility Determination* (JOB-1015A).
  - d. *Referral to Provider* (JA-006 English or JA-006-S Spanish).
3. Ensure all findings of inconsistencies are reported to the Jobs Regional Office.



- C. The Jobs case manager:
1. The Jobs case manager is responsible to ensure all requests for payments of services and/or activities are valid based on current policy and procedures.
  2. Ensure the validity and accuracy of all decisions issued by the Jobs case manager. The Jobs case manager must accurately complete all actions related to the following:
    - a. Regional *Provider Add/Update* SYSM Eform.
    - b. *Expense Voucher and Requisition* (JA-014) (with screen prints of the *Case Plan History* (NIS430), *Warrant History List* (NIS360), and *Display Transaction History* (NCA350)). (See [Payment Processing](#))
    - c. *Weekly Time and TRE Report* (JA-012 English or JA-012-S Spanish). (See [Timely Submittal of Documents](#))
    - d. *Specialized Services Eligibility Determination* (JOB-1015A). (See [Referring to Specialized Services](#) and [System Processing](#))
    - e. *Referral to Provider* (JA-006 English or JA-006-S Spanish). (See [Referring Individuals to Specialized Services](#))
  3. Inform the Jobs Payment Unit when there are participant and provider issues that warrant such contact.
- D. The local office staff must ensure all documents submitted in person or by mail are date stamped on the day they are received by the agency.

## **.02 Jobs Payment Unit**

The Jobs Payment Unit is responsible for maintaining all original payment records, such as *Expense Voucher and Requisition* (JA-014), *Affidavit of Forgery* (GAO-028), and requests for replacement of lost and stolen warrants. These originals must be maintained with all other financial records. These records are used to support expenditures, budget requests and other activities.

The Jobs Payment Unit supervisor completes the following:

- A. Ensure that all documents are date stamped on the day they are received by the Jobs Payment Unit.
- B. Monitor and report to the Program Administrator on potential backlog and operational efficiency, and other inconsistencies of the unit.
- C. Input data to issue payment warrants within 30 days of receipt. Assist in resolving payment inconsistencies.

- D. Communicate payment *Expense Voucher and Requisition* (JA-014) inconsistencies to the Regional Program Manager.
- E. Monitor, review and determine when exceptions to normal operating procedures are warranted in regard to the payment process, and document all exceptions to normal operating procedures.
- F. Mail all warrants to the payee except in instances where the provider will not accept an *Expense Voucher and Requisition* (JA-014). When a provider will not accept the *Expense Voucher and Requisition*, mail the warrant to the Jobs local office.
- G. Communicate information on returned warrants to the Regional Program Manager.
- H. Re-mail warrants to correct addresses.
- I. Cancel returned warrants after 91 days.
- J. Ensure warrants are routed appropriately. Under no circumstances are warrants to be picked up from Central Office. Documentation must list reasons for sending the warrant to the Jobs local office.
- K. Maintain a log to track error trends. This database must contain information to show where the majority of the problems are surfacing (e.g., errors occurring in a specific region or local office; problems occurring statewide that are relative to a specific section of policy etc.).

### **.03 Audit**

Payments are subject to audit by officials of the U.S. Department of Health and Human Services (DHHS), the state Department of Administration and DES, and other state and federal officials. The Jobs Program is responsible for maintaining an auditable system of payment approvals, authorizations, and other supporting documentation.

## JOBS SUPPORTIVE SERVICES

<b>JOBS PROGRAM SERVICES (Vouchers)</b>	<b>DESCRIPTION</b>	<b>\$ LIMIT (Limits not to be exceeded)</b>	<b>EP CODE</b>
Transportation Related Expenses	Allowance for transportation expenses incurred while participating in Jobs	\$3/Day  Maximum of five (5) days per week times daily rate No duplication if bus passes used	TRE
Bus Tickets & Passes	Bus transportation for participation	None No duplication with TRE	TRA
Child Care Transportation &  Vehicle Maintenance &  Repair	Transportation for Children to/from Child Care Providers;  General Maintenance; and  Vehicle Repair	\$1,000/State Fiscal Year (combined)	TRA
Vehicle Liability Insurance	Liability Insurance for roadworthy, participant-owned vehicle if no other reasonably available transportation; 3 estimates required	\$500/Purchase Maximum 1 purchase/State Fiscal Year Not collision; Not to exceed 6 months	INS
Child Care Related Services	Registration fees and co-payments (Not paid by Child Care Administration)	None	CCR
Health Related Services	Examinations, tests, optical services, disability statements, etc. (Not available through AHCCCS)	\$165/Purchase/State Fiscal Year Glasses-no tinting, protective coating, etc.	MED
Dental Services	Dentures, partials, bridges, fillings, etc. (Not available through AHCCCS)	\$1,200/State Fiscal Year - Dental	DEN
Clothing	Pants, shirts, blouses, skirts, shoes, belts, neckties, undergarments, etc.	\$150/State Fiscal Year	CLO
Tools, Equipment & Specialized Garments	Carpenter's tools, medical equipment, uniforms, training textbooks & supplies, child safety seats, etc.	\$200/Purchase Maximum 2 purchases/State Fiscal Year	TOO
Substance Abuse Rehabilitation Services	Drug & Alcohol Abuse; Consultation	\$175/Purchase or Session	SAB
Licenses	Licenses, certifications, fingerprinting, tags, registration, etc.	\$250/Purchase Maximum 2 purchases/State Fiscal Year	LIC
GED Testing	GED testing fees	\$150/Test Series 3 Test series limit	GED
Mental Health Counseling	Basic mental health, crisis intervention, intensive life skills training	\$100/Session Maximum 6 sessions/State Fiscal Year	COU

**JOBS SUPPORTIVE SERVICES CON'T**

<b>JOBS PROGRAM SERVICES (Vouchers)</b>	<b>DESCRIPTION</b>	<b>\$ LIMIT (Limits not to be exceeded)</b>	<b>EP CODE</b>
Relocation	<p>First month rent, last month rent and rental deposits NOT allowed.</p> <p>Rent, Utilities, and rental deposits are included as part of Shelter/Utilities</p> <p>Trailer/truck rentals such as Ryder or U-Haul are not allowable. The state has existing contracted moving services, these providers are to be utilized</p> <p>Temporary lodging directly related to relocation will be limited to no more than 6 consecutive overnight stays</p>	<p>\$800/Once in a lifetime (Combined)</p> <p>Instate only; Must be available transportation at new location; Cannot move from good to poor labor market; No available public transportation from current residence to new job</p>	REL
Shelter/Utility Assistance	Move-in; eviction prevention; utilities	One time in SFY, Maximum of \$900, Shelter & or Utilities	SUA
<b>JOBS PROGRAM SERVICES (Referrals)</b>	<b>DESCRIPTION</b>	<b>\$ LIMIT (Limits not to be exceeded)</b>	<b>EP CODE</b>
Contracted Transportation:	Transport and non-transport services designed to provide rides to referred participants in order that they may obtain/maintain employment or otherwise satisfactorily comply with Jobs required work activities	\$650/State Fiscal Year (combined)	
Wheelchair Vehicle Transport	Ride via vehicle equipped to carry wheelchairs		WHV
Non-wheelchair Vehicle Transport	Rides via vehicle not equipped to carry wheelchairs		TRC
Fuel Allowance	Gas Vouchers		FUA
Vehicle	Vehicle Repair, or Vehicle Liability Insurance,		VEH
Bicycle	Bicycles, Bicycle Safety Kit, or Bicycle Repair		BIC
Mental Health Counseling	Basic mental health, crisis intervention, intensive life skills training	Current provider contract must be reviewed for limitations	COU

## CHILD CARE RESPONSE CODES

Response Code	Response Code Definition	Response Code Description
PD	Pending	Services are being arranged but cannot be resolved by the response due date. CCA will update to indicate the outcome when a resolution is reached.
FC	Failure to Cooperate	Participant failed to contact CCA to arrange services by the response due date or participant failed to notify CCA regarding provider selection within time frames. To continue arranging child care, the Jobs case manager must re-refer the participant to CCA.
YA	Child Care Arranged	Authorization for child care completed in AZCCATS only. (When child care authorization cannot be completed by CCA by the response due date, PD will display and will be updated with YA after completing the authorization process.)
CD	Client Delay	Participant cooperating with CCA but unable to arrange child care with available providers due to a participant-caused delay due to personal problems. (Includes participant's or child's illness, family emergencies, or other similar reasons.) The Jobs case manager must re-refer as necessary.
UV	Child Care Unavailable	All provider options explored (including CCA Central Office efforts to locate a provider with CCR&R); no providers available to provide the needed child care.
UF	Child Care Unaffordable	All provider options explored (including CCA Central Office efforts to locate a provider with CCR&R), and providers who charge within the DES reimbursement ceiling were not available.
NR	Child Care Refused	Formal child care arrangements are available and affordable, but the participant has declined selecting a provider.
YN	Child Care Not Needed	Participant indicates he or she does not need child care assistance from CCA because they have made other arrangements.
RE	Referred in Error	Child care has been arranged and/or Jobs referral was sent in error.
CC	Request Cancelled	A <i>Cancel Referral</i> has been received.
SS	Child Care Stop	A <i>Stop Referral</i> has been received.

## ACCESSING AZTECS CLIENT PROFILE (CLPR) SCREEN

The AZTECS Client Profile (**CLPR**) screen is used to verify an individual's TANF cash assistance program involvement. The **CLPR** screen is accessed through the Inquiry Menu (**INME**), Client Inquiry (**CLIN**) and Client Inquiry Short List (**CLIS**) screens.

1. Access AZTECS by keying HAZT (instead of NJOB).
2. AZTECS logo screen: (no keying required). Press <ENTER>.
3. **INME** screen: Key 1 next to FUNCTION. Press <ENTER>.
4. **CLIN** screen: Key SURNAME (Last Name) and GIVEN NAME (First Name). When the message, No Client Found Using Surname displays, clear the individual's name and inquire by keying the individual's Social Security Number (SSN). Press <ENTER>.
5. **CLIS** screen: Key the sequence number of the participant next to TO INQUIRE ON A SPECIFIC CLIENT ENTER HIS/HER SEQUENCE NUMBER. Ensure you are selecting the correct individual by comparing the system identifying information (Surname, Given name, Birthdate, Sex, SSN) with the information in the Jobs case file. Press <ENTER>.

NOTE: To scroll to additional pages for more entries on **CLIS**, Press <ENTER>.

6. **CLPR** screen:

**PGM** (Program): The code identifying the program with which the individual is or was involved.

**PART** (Participation) **START** and **PART** (Participation) **END**: The date the individual's participation started and ended.

* INFO *		END OF PROGRAM INVOLVEMENT												
CLPR		CLIENT PROFILE									091803 10:03			
NAME/ALIASES		FAMILY BENEFIT									--S Y S T E M S--			
SMITH, MARY		CAP PERIOD									A: C: J: C:U:			
O:M:		1:												
MERRY, MARY		2:									Z: M:S: S: I: T: A			
		3:									Y Y Y Y			
AHCCCS ID:		TYPE:		ALERT:										
CLIENT ID: 0001111111		SEX: F		S.S.N.: 111 11 1111									VR: V BIRTHDATE:	
01011911														

(AF=TANF)

TO INQUIRE ON A SPECIFIC PGM INVOLVEMENT, ENTER ITS SEQUENCE NUMBER:

NOTE: This AZTECS CLPR screen was accessed on 09/18/2003. The individual is considered a TANF cash assistance recipient through 08/31/2003.

**ARIZONA JOBS PROGRAM****PROGRAM INSTRUCTIONS: DES 2-10.800****SUBJECT: SANCTIONING****800 SANCTIONING**

When an All Families participant does not participate with Jobs Program requirements, without good cause, the participant is subject to sanctioning of TANF cash assistance benefits. The sanction is a percentage of the originally approved TANF cash assistance amount deducted from the participant's monthly TANF cash assistance benefit. The sanction process can eventually result in closure of the TANF cash assistance case. Sanctioning actions may be imposed by other Administrations for failure to comply with other non-Jobs Program requirements.

The intent of the Jobs Program is to assist participants with services that help the participant overcome barriers that are restricting them from participating in Jobs activities. By doing this we assist the participant in avoiding the imposition of sanctions, so participation can be secured.

When the state fails to reduce assistance for a participant failing to comply without good cause, federal penalties may be imposed, resulting in the reduction of Arizona's block grant.

**801 SANCTIONING ISSUES**

Participants who are required to participate with Jobs must do so unless they are temporarily deferred or have good cause. Failure to participate without good cause results in sanctioning or withholding of TANF cash assistance and potential Jobs case closure.

The sanction follows the participant who does not comply even when they move into another household or the participant moves between an All Families and a TPEP household.

**.01 Non-compliance Considerations**

The participant may begin work activities and then subsequently non-comply with Jobs. When this occurs, the Jobs case manager must complete the following:

- A. Determine if all services identified on the employment plan were provided.
  - 1. If all services identified on the employment plan were provided, the Jobs case manager will begin the [Good Cause Process](#).
  - 2. If all services identified on the employment plan were not provided, the Jobs case manager will begin the [Jobs Program Services](#) Process.
- B. Make every effort possible to encourage the participant to return to participation.
- C. Apply [reasonable judgment](#) when determining good cause.

**.02 Incidents of Non-compliance with Jobs**

In each incident in which a participant does not comply with Jobs Program requirements without good cause, and either does not have a barrier to participation or does not indicate a willingness to comply by the [NOAA due date](#), a sanction must be imposed.

Multiple sanction levels are **not** incurred in the same month; however, multiple Administrations may sanction the participant for the same month, which is considered as one sanction level for all Administrations.  
(See [Establishing the Sanction Level](#))

The following are the only reasons for which a sanction may be imposed:

- A. Failing or refusing to participate in assigned Jobs activities that include any of the following:
  - 1. Appear for registrations and meetings.
  - 2. Complete assessments or interviews.



3. Appear for any appointment noted on the *Employment Plan* (NIS060) screen.
  4. Attend scheduled activities such as unpaid work experience assignments.
- B. Failing to submit a completed application for employment when required.
  - C. Refusing to accept suitable employment, voluntarily reducing employment hours, or self-terminating employment. (See [Evaluating Offers of Employment](#) and [Good Cause Process](#))
  - D. Disrupting a Jobs activity or the orderly administration of the overall program, such as either of the following:
    1. Attend but refuse to participate in classes, work shops, or other assigned Jobs activities.
    2. Disruptive behavior, making it difficult for an instructor or other person to conduct the activity.
  - E. Behaving in a manner that constitutes a threat or hazard to agency staff or fellow participants.
  - F. Falsifying information on Jobs forms.

### **.03 Determining Whether Sanctioning of TANF Cash Assistance Should Occur**

Do not consider sanctioning or withholding as the **first** line of action when looking at an incident of non-compliance. The Jobs case manager's **first** line of action is to encourage the participant to return to participation.

- A. To determine whether a true incident of non-compliance exists, the Jobs case manager must complete the following:
  1. Determine whether all services that are on the *Employment Plan* (NIS060) screen were provided. When all services on the *Employment Plan* were **not** provided, the Jobs case manager must begin the [Pre-sanction Service Referral Process](#).
  2. Determine whether a barrier to participation exists. When the barrier can be addressed, take all necessary actions, including referring the participant for [Jobs Program Services](#) and/or [community resources](#) for services.
  3. When all services on the *Employment Plan* were provided and a barrier does not exist, the Jobs case manager must begin the [Good Cause Process](#).
- B. When the Jobs case manager determines that a Jobs sanction must be imposed, see [Jobs Program Sanction Process](#).

**802 ALL FAMILIES EXCEPT TPEP: FAILURE OR REFUSAL TO PARTICIPATE AT THE JOBS WELCOME MEETING**

The Jobs Program must provide and the recipient must attend the [Jobs Welcome Meeting](#). Individuals selected for Jobs participation that fail to appear for the Jobs Welcome Meeting must complete the Jobs Welcome Meeting appointment within the established time frame unless barriers have been identified.

The Jobs Program must provide the recipient with transportation, child care, and translation services when the need is established.

**.01 The Jobs Welcome Meeting Time Frames**

The participant is required to meet the following time frames:

- A. Complete the Jobs Welcome Meeting within ten calendar days from the original Jobs Welcome Meeting appointment date.
- B. Contact the Jobs local office to reschedule and attend the Jobs Welcome meeting within ten calendar days from the original Jobs Welcome Meeting appointment date when they failed to attend the Jobs Welcome Meeting.

**.02 Rescheduling the Jobs Welcome Meeting**

The Jobs case manager must key and send a *Jobs Welcome Meeting Rescheduled Notice* (JB-190 English or JB-390 Spanish) within two workdays from the day the participant failed to report for the Jobs Welcome Meeting appointment. The *Jobs Welcome Meeting Rescheduled Notice* must include all of the following:

- A. The missed appointment date.
- B. The date of the rescheduled Jobs Welcome Meeting.
- C. Consequences of non-compliance.
- D. A request for employment information when the individual is employed.
- E. Services available through the Jobs Program following the Jobs Welcome Meeting.
- F. The name and telephone number of the Jobs Program contact person.

**.03 Failure to Reschedule or Complete the Jobs Welcome Meeting**

Participants required to attend the Jobs Welcome Meeting who fail to appear, or to timely reschedule their missed appointment, are subject to the [Jobs Good Cause Process](#).

Jobs participants are subject to a series of graduated sanctions for each incident of non-compliance when good cause is **not** established, barriers do not exist, or when the participant fails to indicate a willingness to comply by the NOAA due date. (See [NOAA Due Date](#))

The Jobs case manager must begin the Jobs [Good Cause Process](#) on the 11<sup>th</sup> calendar day from the original Jobs Welcome Meeting appointment date.

### 803 ALL FAMILIES EXCEPT TPEP: FAILURE OR REFUSAL TO MEET WORK REQUIREMENTS

Non-compliance is defined as a month in which the averaged hours a participant participated is fewer hours than mandated by federal work requirements, or failed to comply with other Jobs Program requirements without good cause.

#### .01 Failure to Participate Less Hours Than Required

When it is determined that a participant's weekly participation hours are less than the scheduled participation hours and it is determined that the remaining hours available during the calendar month are insufficient to meet the federal requirement hours, the Jobs case manager must begin the [Good Cause](#) process.

- A. Each week's **actual** participation hours will be totaled for the month and each week's **scheduled** hours will be totaled for the month. Each will be divided by the number of week end dates in the month to determine if the actual participation hours average will meet the federal requirement.

EXAMPLE:

Week End Dates	Scheduled Hours	Actual Hours
6/04	40	15
6/11	40	20
6/18	40	40
6/25	40	40
-----		-----
Full month's weekly average		115 Hrs ÷ 4 weeks = <b>28.75</b>

- B. The non-compliance date is the week ending date the participation hours became too low to meet the federal work requirement. In the example above, the participant cannot meet the federal requirement at week ending 6/11.
- C. The Jobs case manager cannot require a participant to participate for more than 40 hours in any week.

#### .02 Failure or Refusal to Meet Work Requirements by Participants Required to Participate

- A. When the Jobs case manager becomes aware of the non-compliance of a participant who is **required** to participate in Jobs activities, the Jobs case manager must follow the procedures in [Determining Whether a Sanction Should Occur](#).

- B. When all services indicated on the *Employment Plan* were provided and a barrier does not exist, determine whether [Good Cause Reasons](#) Exist.
- C. When Good Cause Reasons exist, see [Good Cause Verification](#).
- D. When Good Cause Reasons do not exist, a Jobs sanction must be imposed. See the [Jobs Program Sanction Process](#).

### **.03 Failure or Refusal to Meet Work Requirements by Participants Not Required to Participate**

The Jobs case manager may become aware of non-participation of a participant who is **not required** to participate in Jobs activities. The participant must **not** be sanctioned. The Jobs case manager must communicate with the participant to determine whether barriers exist, stopping the participant from meeting the *Employment Plan* goals. Send the *Request For Good Cause Information* (JB-188 English or JB-388 Spanish) notice within two workdays.

## **804 GOOD CAUSE PROCESS**

When a participant does not participate or engage in work activities, the Jobs case manager must contact the participant and determine whether good cause exists. The Jobs case manager must document information regarding the contact on the case *Progress Notes* (JA-011) with sufficient information to support the decision to approve or deny the claim of good cause.

### **.01 Good Cause Reasons**

Good cause reasons include situations or circumstances that prevented a participant from engaging in Jobs activities, employment, or attending the Jobs Welcome Meeting. Jobs case managers may use [reasonable judgment](#) or receive supervisory assistance when making good cause decisions. Good cause reasons include, but are not limited to, the following:

- A. Barriers for which services are not available.
- B. A participant's illness.
- C. The participant was required to care for an ill or disabled family member. (See [Establishing Temporary Disability](#))
- D. Either the participant or their dependent child had an appointment that could not be rescheduled. Types of appointments could include, but are not limited to, the following:
  - 1. A court-ordered appearance.
  - 2. Medical/dental appointments.
  - 3. Incarceration.
  - 4. Employment interviews.

5. Another comparable appointment.
- E. The participant experienced a family emergency. Types of emergencies could include, but are not limited to, the following:
1. Loss of the participant's residence due to fire, flood, or other natural disaster.
  2. Death of an immediate family member.
  3. Other instances of emergency situations.
- F. A temporary lack of transportation with no reasonable alternate means of transportation.
- G. The participant was prevented from participating due to inclement weather.
- H. Child care for a child who is under 13 years of age was unavailable, unaffordable, or unsuitable.
- I. Child care is unavailable for a child age 13 or over who requires adult supervision for any of the following reasons:
1. Due to disability; which includes mental or health related issues.
  2. The child could harm themselves or others if left alone.
  3. The child is on court ordered probation that requires the child to remain in the home or under house arrest.
- J. The participant was not capable of performing the work activity or employment due to any of the following:
1. Unsafe work site conditions.
  2. The physical demands of the job.
  3. The participant's lack of skills, aptitude, or knowledge for the position.
  4. The job offered was vacant due to a strike, lockout, or other bona fide labor dispute.
  5. The job offered was contrary to the conditions of the participant's membership in a union governing the occupation.
- K. The participant is a victim of domestic violence. The circumstance of the current situation threatens the safety of or causes an immediate threat or emotional harm to the participant or any child(ren) living with the participant. The participant must be allowed to define his/her perception of immediate threat.

- L. The Jobs Program fails to provide the participant with services agreed upon in the *Employment Plan*.
- M. Departmental error.

## .02 Good Cause Verification

Prior to requesting good cause verification from a participant, the Jobs case manager must determine whether all services that were identified on the *Employment Plan* were provided.

- A. When all services identified on the *Employment Plan* were provided, the Jobs case manager must complete the following:
  - 1. Request verification of good cause by keying the *Request For Good Cause Information* (JB-188 English or JB-388 Spanish) within two workdays. The notice advises the participant of the following:
    - a. The reason the participant failed to comply. The Jobs case manager must use the list of [common phrases](#), which includes the date and location of the alleged non-compliance.
    - b. Examples of good cause reasons and types of proof.
    - c. The participant must contact the Jobs case manager and provide verification of good cause within ten calendar days from the date the *Request For Good Cause Information* mails. (Day one is the day AFTER the *Request For Good Cause Information* mails. When the tenth calendar day falls on a weekend or holiday, good cause is accepted on the next workday.)
    - d. The consequences when good cause is **not** established.
    - e. The participant may request assistance from the Jobs case manager in obtaining the required verification.
    - f. When the participant does not contact the case manager and/or provide proof of why they did not work with the Jobs Program, their TANF cash assistance could be cut or stopped.
  - 2. Update the Status/Reason code to **01-10** (Pending initial interview/Pre-sanction No Participation) or **24-10** (Pending/ Pre-sanction No Participation) depending on whether the case is new or active.
- B. The participant must provide verification of good cause by close of business on the tenth calendar day from the date the *Request For Good Cause Information* was mailed.

1. Day one is the day **after** the *Request For Good Cause Information* mails. When the tenth calendar day falls on a weekend or holiday, verification is accepted on the next workday.
  2. The Jobs case manager must assist the participant in obtaining the verification when any of the following occur:
    - a. The participant indicates the need.
    - b. The participant has difficulty obtaining the documentation needed, or obtaining it on a timely basis.
    - c. The participant needs any of the following to secure the documentation requested:
      - (1) A telephone with which to request the information.
      - (2) Access to transportation.
      - (3) Access to child care.
      - (4) Access to a fax machine.
- C. Verification includes, but is not limited to, the following:
1. Physician's statement. For program purposes, the physician, and other personnel acting on the doctor's behalf, must be licensed to practice in the State of Arizona. Verified statements include those from any of the following:
    - a. Medical doctors.
    - b. Doctors of Osteopathy.
    - c. Doctors of Naturopathic Medicine.
    - d. Chiropractors.
    - e. Psychiatrists.
    - f. Board-certified Psychologists.
    - g. Physician's assistants.
    - h. Other personnel acting on the doctor's behalf.
  2. Appointment notices (e.g., court, Family Assistance Administration, etc.) or a similar notice.
  3. Death certificates.
  4. Public knowledge or newspaper articles.

5. DES Child Care Administration information. (See [Child Care](#))
  6. Police reports.
  7. Statements from crisis shelter staff or witnesses of domestic violence.
- D. When all efforts to obtain verification have been exhausted, the Jobs case manager completes the following:
1. Accept a participant's signed statement to include the following information:
    - a. Dates and times good cause situations occurred.
    - b. What occurred.
    - c. Individuals/organizations involved.
    - d. Witnesses, when available.
    - e. How it affected compliance.
  2. Record in the case *Progress Notes* (JA-011) the efforts that were made to obtain documentation prior to accepting the participant's signed statement as the sole evidence of good cause.
- E. When the participant has indicated the good cause reason is a child care issue for a child 13 years of age or older, the Jobs case manager must use [reasonable judgment](#) when verifying whether a child care issue exists.
1. When a child care issue exists, the Jobs case manager completes the following:
    - a. Not proceed with sanctioning or withholding.
    - b. Assist the participant in finding adequate child care using community resources such as the YMCA, Boys and Girls Clubs, School Latch Key Programs, Community Information and Referral, etc.
    - c. Take the appropriate actions as follows:
      - (1) When the participant agrees to participate, assign work activities around the participant's child care needs.
      - (2) When the participant does **not** agree to participate, complete the following:



- (a) Leave the case in pending status **01-27** (Pending initial interview/Barrier Resolution) or **24-27** (Pending/Barrier Resolution).
  - (b) Set a **30-day alert** to contact the participant to see whether a child care barrier continues to exist or services have become available to assist the participant with the child care barrier.
- d. Document the case *Progress Notes* (JA-011).
- 2. When the participant reasonably believed a child care issue existed, but it did not or presently does not, do not proceed with sanctioning. Instead, assign work activities consistent with the *Employment Plan*. (See [Revising the EP](#))
- 3. When after a fair and reasonable assessment, a child care issue **does not** exist and the participant did not reasonably believe a child care issue existed, complete the following:
  - a. Proceed with the sanctioning process as outlined in [Jobs Program Sanction Process](#).
  - b. Document the case *Progress Notes* (JA-011) with sufficient documentation to support the decision.

### **.03 Establishing Good Cause**

Jobs participants may establish good cause after receiving a *Request for Good Cause Information* (JB-188 English or JB-388 Spanish) or prior to a *Request For Good Cause Information* being keyed.

- A. When the participant establishes good cause **after** receiving a *Request For Good Cause Information* in the mail, within ten calendar days from the mailing date of the *Request For Good Cause Information*, the Jobs case manager completes the following:
  - 1. Not request a sanction.
  - 2. Key the *Good Cause Has Been Established* (JB-104 English or JB-304 Spanish) within two workdays.
  - 3. Determine whether a barrier exists that prevents participation.
    - a. When a barrier exists, see [Pre-sanction Service Referral Process](#).
    - b. When a barrier does **not** exist, determine whether the participant has attended a Jobs Welcome Meeting within the last six months.

- (1) When the participant has **not** attended a Jobs Welcome Meeting within the last six months, key an *Appointment Notice* (JB-151 English or JB-351 Spanish) within two workdays.  
(See [Jobs Welcome Meeting](#))
  - (2) When the participant has attended a Jobs Welcome Meeting within the last six months, see [Revising the EP](#).
- B. When the participant establishes good cause **prior** to the *Request for Good Cause Information* being keyed, the Jobs case manager must document the case *Progress Notes* (JA-011) indicating both of the following:
  1. Good cause was established before the *Request for Good Cause Information* was keyed.
  2. The date participation is expected to resume (provide a restart date).
    - a. When the participant resumes participation on the date indicated, no further action is needed.
    - b. When the participant fails to resume participation on the date indicated, complete both of the following:
      - (1) Key the *Request for Good Cause Information* within two workdays of the restart date.
      - (2) Allow the participant ten calendar days from the date the *Request for Good Cause Information* mails to respond. This ensures that due process is followed.

#### **.04 Not Establishing Good Cause**

- A. When the participant contacts the Jobs case manager and does not establish good cause prior to the *Request for Good Cause Information* (JB-188 English or JB-388 Spanish) being keyed, the Jobs case manager completes the following:
  1. Document the case *Progress Notes* (JA-011).
  2. Key the *Request for Good Cause Information* within two workdays.
  3. Update the Status/Reason code to **01-10** (Pending initial interview/Pre-sanction No Participation) or **24-10** (Pending/ Pre-sanction No Participation) depending on whether the case is new or active.

4. Allow the participant ten calendar days from the date the *Request for Good Cause Information* mails to respond. This ensures that due process is followed.
- B. The Jobs case manager must begin the [Jobs sanctioning process](#) on the 11th calendar day following the date the *Request for Good Cause Information* (JB-188 English or JB-388 Spanish) is mailed. (Day one is considered the day **after** the *Request for Good Cause Information* mails. When the tenth calendar day falls on a weekend or holiday, verification is accepted on the next workday.) Begin the Jobs sanctioning process when any of the following apply to the participant:
1. Does not respond to the *Request for Good Cause Information* timely (within ten calendar days).
  2. Responds to the *Request for Good Cause Information* but does not establish good cause.
  3. Continues to be non-compliant with the Jobs Program after all attempts have been made to establish good cause including assistance from the Jobs case manager to obtain the required information.

## 805 PRE-SANCTION SERVICE REFERRAL PROCESS

A Jobs case manager may identify a barrier for a participant who has not complied with Jobs work activities. When this occurs, determine whether a need for a pre-sanction service referral exists.

### .01 Addressing Barriers Prior to Referral

Prior to referring a participant for Jobs Program Services or community resources, the Jobs case manager must determine whether revising the *Employment Plan* (EP) would resolve the barrier.

- A. When revising the EP would address the identified barrier, see [Revising the EP](#).
- B. When revising the EP would not address the identified barrier, determine whether a provider is available. When available, refer the participant for a [Pre-sanction Service Referral](#).
- C. When Jobs Program service or community resource providers are **not** accepting referrals or when a provider is **not** available to address the identified barriers, the Jobs case manager must take the following actions:
  1. Make every effort to find another Jobs Program service or community resource provider.

2. Grant the participant good cause for non-participation. The Jobs case manager must leave the case in **01-27** (Pending initial interview/Barrier Resolution) or **24-27** (Pending/Barrier Resolution) status/reason.
3. Set an alert to contact the participant on the 31st day and determine whether the barrier continues to exist or a provider has become available.
4. Document the case *Progress Notes* (JA-011) to identify all attempts made to contact a provider, and that the non-compliant participant was not referred because the service provider was not accepting referrals.

## **.02 Pre-sanction Services Referral**

At any time a barrier is identified, the Jobs case manager must take the following actions to refer the participant to a Jobs Program Service or community resource provider:

- A. When the **Jobs Program Service provider** is currently accepting referrals and available to address barriers, the following apply:
  1. The Jobs case manager completes the following within two workdays of becoming aware that the referral is needed:
    - a. Place the case in status/reason **01-27** (Pending initial interview/Barrier Resolution) or **24-27** (Pending/Barrier Resolution).
    - b. Key a *Referral for Jobs Program Services or Community Resources* (JB-201 English or JB-391 Spanish). Include the provider's name, address, and telephone number, along with an expiration date of contact on the *Referral for Jobs Program Services or Community Resources*. The participant has 30-calendar days to contact the Jobs Program provider. (A signed *Release of Information* (JA-037 English or JA-037-S Spanish) is **not** required.)
    - c. Complete a *Jobs Referral to Provider* (JA-006 English or JA-006-S Spanish).
    - d. Fax the following to the provider:
      - (1) The *Referral to Provider*.
      - (2) A copy of the *Case Management Screening Guide* (JOB-1091A English and JOB-1091S Spanish).
      - (3) A screen print of the *Employment Plan* (NIS060) screen.

- e. Set an alert to contact the Jobs Program Service provider or the participant on the 31st day from the date the participant receives the referral.
    - f. Document the case *Progress Notes* (JA-011) thoroughly with information regarding all actions taken.
  - 2. Work with the Jobs Program Service provider to identify whether the participant and the provider have been in contact during the 30-day referral period.
  - 3. On the 31st day following the day the Jobs Program Service provider receives the referral, the Jobs case manager must contact the Jobs Program Service provider and/or the participant when it is unknown whether there has been contact with the Jobs Program Service provider.
- B. When the **community resource provider** is currently accepting referrals and available to address barriers, the following apply:
- 1. The Jobs case manager completes the following within two workdays of becoming aware that the referral is needed:
    - a. Place the case in status **01-27** (Pending initial interview/ Barrier Resolution) or **24-27** (Pending/ Barrier Resolution).
    - b. Contact the community provider to determine whether they have the resources available to assist the participant with the barrier(s). More than one community provider may need to be contacted.
  - 2. Obtain a signed *Release of Information* (JA-037 English or JA-037-S Spanish).
    - a. Due to confidentiality, Jobs case managers are required to obtain a signed *Release of Information* in order to release the participant's address and telephone number to a community resources provider.
    - b. The Jobs case manager can obtain a signed *Release of Information* using one or more of the following methods:
      - (1) Jobs Welcome Meeting.
      - (2) Telephone call to the participant.
      - (3) Mail.
      - (4) Any other reasonable method.

NOTE: Document all attempts to obtain a signed *Release of Information* in the JA-011.

- c. When a signed *Release of Information* (JA-037 English or JA-037-S Spanish) has **not** been obtained, the Jobs case manager must complete the following:
  - (1) Not sanction the participant.
  - (2) Leave the case in pending status **01-27** (Pending initial interview/Barrier Resolution) or **24-27** (Pending/Barrier Resolution).
  - (3) Continue with attempts to obtain a signed *Release of Information*.
3. Refer the participant to a community resource provider using the *Referral to Provider* (JA-006 English or JA-006-S Spanish) when a signed *Release of Information* has been obtained.
4. Send or fax the *Referral to Provider* to the community resource provider and send a copy to the referred participant.
5. Key a *Referral for Jobs Program Services or Community Resources* (JB-201 English or JB-391 Spanish) notice to the participant within two workdays.
6. Set an alert to identify whether the participant has contacted the community resource provider by the 31st day.
- C. When the participant has contacted the provider and barriers have been resolved, the Jobs case manager will determine whether the participant previously attended a Jobs Welcome Meeting within the last six months.
  1. When the participant has **not** attended a Welcome Meeting within the last six months, key the *Appointment Notice* (JB-151 English or JB-351 Spanish) within two workdays.  
(See [Jobs Welcome Meeting](#))
  2. When the participant attended a Welcome Meeting within the last six months, see [Revising the EP](#).
  3. Once all barriers have been identified and resolved, the non-compliant participant is expected to participate.
- D. When the participant has contacted the provider and is continuing participation with the provider or the provider is no longer able to assist the participant, complete the following:
  1. The case must remain in status/reason **01-27** (Pending initial interview/Barrier Resolution) or **24-27** (Pending/Barrier Resolution).

2. When the provider is no longer able to assist the participant, the case manager must determine whether another Jobs Program Service provider or community resource provider is available to address the barrier.
  3. The case manager must again set an alert to contact the participant on the 31<sup>st</sup> day to determine whether the barrier continues to exist and whether services have become available to address the barrier.
  4. Document the case Progress Notes (JA-011) indicating the provider is no longer able to assist the participant and all attempts to find another Jobs Program service or community resource provider..
- E. When the participant does **not** contact the Jobs Program Services provider or the community resource provider **or** the participant discontinues participation with the service provider and does not begin compliance with Jobs, the case manager completes the following:
1. Begin the [Good Cause Process](#).
  2. Document the case *Progress Notes* (JA-011) thoroughly to justify why the Good Cause Process was necessary.
- F. When the referred participant **refuses** services, the Jobs case manager completes the following:
1. Revise the *Employment Plan* (EP), as necessary, so the participant may begin compliance with Jobs.  
(See [Revising the EP](#))
  2. Document the case *Progress Notes*.

## 806 JOBS PROGRAM SANCTION PROCESS

Only after the Jobs case manager has addressed all barriers, exhausted all avenues and resources to encourage the participant to participate, and determined that good cause has not been established for non-compliance, can the Jobs program sanction process begin.

A sanction cannot be imposed for any month the TANF cash assistance case is closed, even if the non-compliance occurred while the TANF cash assistance case was open.

Each sanction level, the effective month, the date of each Jobs status update, and the reason for the change must be documented in the case *Progress Notes* (JA-011).

**.01 Sanction Levels**

- A. Federal regulations require that a reduction or termination of TANF cash assistance benefits be imposed when a Jobs participant fails or refuses to participate in federally mandated work activities without good cause. The sanction levels are as follows:
  - 1. First sanction – TANF cash assistance is reduced by **25%** of the original amount for one month for the first incident of non-compliance. The participant gets **one** 25% sanction in a lifetime, even if there are breaks in non-compliance or the receipt of TANF cash assistance.
  - 2. Second sanction – TANF cash assistance is reduced by **50%** of the original amount for one month for the second incident of non-compliance. The participant can receive only **one** 50% sanction in a lifetime, even if there are breaks in non-compliance or the receipt of TANF cash assistance.
  - 3. Third and subsequent sanctions – TANF cash assistance is closed and it must remain closed for at least one month. The participant can receive an unlimited number of **100%** sanctions
- B. If the participant has served a sanction and recompiles, the next incident of non-compliance will begin at the next sanction level, regardless of the lapse in time, until the 100% level has been reached. Thereafter, all sanctions will begin at the 100% level and result in closure of the TANF cash assistance case.

**.02 Establishing the Sanction Level**

The sanction level is based on whether there has been a prior sanction from any agency (FAA, DCSE, Jobs) during the time that the participant has received TANF cash assistance.

- A. To determine the sanction level, the Jobs case manager must review the AZTECS PRAP/DISA screens to identify whether sanctions have been imposed for prior month(s).
- B. When no sanctions have been imposed for prior months, the Jobs case manager will begin the initial sanction at the 25% sanction level.
- C. When the 25% sanction has been imposed for one month, the Jobs case manager will begin the initial sanction at the 50% sanction level.
- D. When the 25% sanction level and the 50% sanction level have been imposed, the Jobs case manager will start the initial sanction at the 100% sanction level.



### .03 Multiple Administration Sanctions

Family Assistance Administration (FAA) or Division of Child Support Enforcement (DCSE) may have already sanctioned the Jobs participant for non-Jobs Program reasons. When an FAA or DCSE sanction action displays effective the same sanction month that the Jobs case manager is applying the sanction, the multiple sanctions for the benefit month are considered as one sanction level.

To determine whether FAA or DCSE is imposing a sanction for the same month, the Jobs case manager must take the following actions:

- A. Review the AZTECS PRAP/DISA screens to determine whether FAA or DCSE has already imposed a sanction for the same month that the Jobs case manager is proposing to apply a sanction.
- B. Review the AZTECS NOHS screen to determine whether a Notice of Adverse Action (NOAA) has been sent for the same month that the Jobs case manager is proposing to apply a sanction.
- C. Place screen prints of the AZTECS screens in the case record.
- D. Document any findings on the case *Progress Notes* (JA-011).

### .04 Establishing the Sanction Month

The Jobs case manager identifies the month the TANF cash assistance benefit can be sanctioned based on whether the sanction is an initial sanction or a progressive sanction:

- A. For **initial** sanctions, the following applies:
  - 1. When the NOAA is keyed **ON** or **PRIOR** to the fifth calendar day of the month, impose the sanction effective the month following the month the NOAA was keyed.
  - 2. When the NOAA is keyed **AFTER** the fifth calendar day of the month, impose the sanction effective the second month following the month the NOAA was keyed.
- B. For **progressive (rollover)** sanctions, the following applies:
  - 1. In order for the initial sanction to progress (rollover) into the next month, the Jobs case manager must key the NOAA to impose the rollover in the sanctioned month.
  - 2. The Jobs case manager must key the NOAA to impose the rollover sanction on the fifth calendar day of the sanctioned month. When the fifth calendar day of the month falls on a weekend or holiday, the NOAA must be keyed the workday before.

Example: The initial sanction has been effected for the month of June. The NOAA to rollover the sanction into the month of July must be keyed on June 5.

#### **.05 Keying the Good Cause Has Not Been Established and the NOAA**

When the participant has not established good cause by the tenth calendar day after the date the *Request for Good Cause Information* (JB-188 English or JB-388 Spanish) has been mailed (see [Not Establishing Good Cause](#)), the Jobs case manager must:

- A. Complete the *Sanction Verification* (JOB-1101) form.
  1. Every question must be answered, even if it is to indicate that a particular question is “not applicable”.
  2. Every question must be initialed and dated in the box provided by each question.
  3. Every question must be reviewed to ensure the appropriate actions were taken to ensure due process.
  4. If, while completing the JOB-1101, the answer to a question indicates an action was missed or an inappropriate action was taken, **STOP** the sanction process.

#### **EXAMPLE:**

Did the case manager attempt to contact the participant?

If the answer is NO, do not proceed with the sanction.

- B. If the JOB-1101 has been completed and shows that all actions have been taken correctly, the Jobs case manager will:
  1. Key a *Good Cause Has Not Been Established Notice* (JB-204 English or SP-204 Spanish).
  2. Establish the sanction level to impose.
  3. Determine whether the sanction is a [multiple administration sanction](#).
  4. [Establish the sanction month](#).
  5. Key the appropriate NOAA (see [Notice Requirements](#))
    - a. The Jobs case manager must not key a NOAA to affect a month the TANF cash assistance case is already closed for any reason, even though the non-compliance occurred while the TANF cash assistance case was open.

- b. The Jobs case manager **must** update the case status to a reason code **20** (Pending adverse action) **and** key the appropriate NOAA on the same day. The Jobs status and reason codes is one of the following codes as appropriate:
  - (1) **03-20** (Failed to appear for registration/Pending adverse action).
  - (2) **08-20** (Registered: Fail to proceed with EP development/Pending adverse action)
  - (3) **30-20** (Closure: after EP development/Pending adverse action).
- 6. Document the case *Progress Notes* (JA-011).
- 7. Submit the case record, JOB-1101, and all verification supporting the decision to sanction to the supervisor the day the NOAA is keyed to obtain supervisor approval.

#### **.06 Supervisory Review**

The supervisor must review the case record, the *Sanction Verification* (JOB-1101AFORNA) and all verification provided by the Jobs case manager to support the decision to sanction. The Supervisor must complete the following:

- A. Review the verification to sanction provided by the Jobs case manager the same day it is submitted to approve or deny the sanction, or indicate corrective actions are needed before proceeding with the sanction. If the supervisor is unable to review the verification the same day, the review must occur no later than five days from the day the NOAA was keyed.
- B. Indicate each question was reviewed by initialing in the box provided by each question.
- C. Document supervisor approval by signing under the appropriate section of the **completed** JOB-1101 or noting the approval on the *Progress Notes*. Either of these methods will be considered supervisor's authorization of the sanction.
- D. Return the case record to the Jobs case manager.

#### **.07 Supervisory Denial/or Corrective Actions Needed**

- A. If the supervisor **denies** the determination to sanction because the sanction is inappropriate, the Jobs case manager will do the following:
  - 1. Take the appropriate actions to stop the sanction.
  - 2. Notify the participant of the reversal of the sanction.

- B. When the supervisor indicates **corrective actions are needed** before the sanction can be imposed, the Jobs case manager will:
1. Take corrective action from the point the action was taken that resulted in a negative impact to the participant's right to due process.
  2. Document the case *Progress Notes* (JA-011).
  3. Determine whether the sanction month that was established is still appropriate.
  4. Notify the participant if there is any change or reversal of information included in the NOAA that was already released.
  5. Return the case record to the supervisor to confirm corrective action was taken and final approval of sanction.

#### **.08 Supervisory Approval**

When the supervisor has **approved imposing the sanction**, the Jobs case manager must allow the participant until the NOAA due date to express a willingness to comply.

- A. When the participant contacts the Jobs case manager by the NOAA due date and expresses a willingness to comply, the Jobs case manager must identify whether there are barriers.
1. When a barrier exists, follow the procedures in Pre-Sanction Service Referral Process.
  2. When a barrier does not exist, follow procedures in Re-compliance All Families Except TPEP.
- B. When the participant does not express a willingness to comply by the NOAA due date, the Jobs case manager must change the status reason to **28** (CA/FS Sanctioned/Withheld) and see FAA Responsibilities.

#### **.09 The Sanction Verification (JOB-1101) Form**

The *Sanction Verification* (JOB-1101AFORNA) is a review form to be utilized by the Jobs case manager to show that due process has been given to a participant prior to imposing a sanction. The Jobs case manager must answer, initial and date every question in the boxes provided by each question. The JOB-1101, along with the case record and other verification, must be submitted to the supervisor for review the same day the NOAA is keyed.

The JOB-1101 will be utilized by the supervisor for authorization of the sanction. The supervisor must initial the box provided by every question, indicating they have reviewed each question. It is the form that can be used by supervisors to verify their review and the outcome of that review.

**.10 Notice of Adverse Action (NOAA) Requirements**

All Jobs participants must receive a Notice of Adverse Action (NOAA) for each sanction requested by the Jobs case manager and approved by a Jobs supervisor. This allows the participant due process according to the law and the opportunity to file an appeal.

Notices of adverse action (NOAA) are accessed through the FAA AZTECS system. All AZTECS English and Spanish notices must be requested with the appropriate notice number. The language that the notice displays in is the language indicated on the INDA screen in the **LIST PRIMARY LANGUAGE THAT PI READS** field.

Once a notice is keyed and displays on NOHS, the worker can view the notice in English by keying E in the **VIEW** field on NOHS – so even when the notice was sent in Spanish, the worker can view it in English. The worker sending the notice can correct an incorrect notice anytime before it is sent. The worker will still need to choose the appropriate [common phrase](#).

A. Sanction Notice Content Requirements

The sanction NOAA must include **all** of the following information:

1. The percentage of the sanction.
2. The length of time the sanction will be imposed.
3. The benefit amount after the sanction is imposed.
4. The month the sanction will be imposed.
5. How or why the participant failed to comply. The Jobs case manager must select from [common phrases](#).
6. The date and location of the alleged failure to comply.
7. That the participant must contact a Jobs case manager by the [NOAA due date](#) and indicate a willingness to comply to avoid a sanction being imposed.
8. How the participant can stop the sanction from rolling over to the next level.
9. The name and telephone number of a specific contact person who will provide more information to the participant about the sanction level.
10. The participant can request a fair hearing if they disagree with the action. (See [Fair Hearings](#))

## B. Jobs Program Only Sanction Notices

The Jobs case manager must review CAP2 to ensure that the TANF cash assistance case remains open and NOHS to determine that the sanction remains a Jobs Program only sanction. When no other NOAA exists and the TANF cash assistance case remains open, the Jobs case manager completes the following:

1. Select the correct AZTECS sanction notice, depending on the level of sanction to be imposed, from the following sanction notices:
  - a. 25% non-compliance with Jobs Program only, send *Your Cash Assistance Will Be Cut 25% (A791)*
  - b. 50% non-compliance with Jobs Program only, send *Your Cash Assistance Will Be Cut 50% (A792)*
  - c. Case Closure for non-compliance with Jobs Program only, send *Your Cash Assistance Will Be Stopped (A793)*
2. AZTECS auto populates the month of sanction, the revised TANF cash assistance benefit amount, the ten day due date, the fair hearing ten day due date, and the fair hearing 30 day due date in the correct areas of the sanction notice.

## C. Multiple Administration Sanction Notices

When FAA or DCSE is applying a sanction for the same month and it has been determined that the TANF cash assistance case is still open, the Jobs case manager completes the following:

1. Select the correct AZTECS sanction notice, depending on the level of sanction to be imposed, from the following sanction notices:
  - a. 25% non-compliance with Jobs **and** DCSE/FAA, send *Your Cash Assistance Will Be Cut 25%-Multiple (A729)*
  - b. 50% non-compliance with Jobs **and** DCSE/FAA, send *Your Cash Assistance Will Be Cut 50%-Multiple (A730)*
  - c. Case closure for non-compliance with Jobs **and** DCSE/FAA, send *Your Cash Assistance Will Be Stopped-Multiple (A731)*
2. Ensure that the following additional information is included in the multiple sanction notice:
  - a. The reason the participant failed to comply with Jobs **and** DCSE or FAA.

- b. The date and location of the alleged failure to comply with Jobs **and** DCSE or FAA.

D. FAA Responsibilities

When the Jobs case manager updates the Jobs case status reason code to **28** (CA/FS Sanctioned/Withheld), an interface occurs between JAS and AZTECS. The interface causes an ACTS alert to be generated to the FAA EI. The FAA EI then applies the sanction by completing the following:

1. Review the AZTECS PRAP/DISA screens to determine the level of sanction to be applied.
2. Review the AZTECS NOHS screen to verify that the appropriate notice has been issued.
  - a. When the appropriate notice has **not** been issued, do not impose the sanction. Take the following actions:
    - (1) Email the Jobs Program contact and allow them three days to act.
    - (2) When no response is received from the Jobs Program contact within three days, the FAA EI emails the Jobs supervisor.
    - (3) When no response is received from the Jobs supervisor on the fourth day, the FAA EI notifies the Regional Program Manager.
  - b. When the appropriate notice has been sent, the sanction is applied by the FAA EI.

**.11 Monitoring Sanctioned Participants**

All participants who have had a Jobs sanction applied must have their sanction monitored on a monthly basis until the participant complies or until the TANF cash assistance case is closed, whichever is earlier.

- A. The Jobs case manager must begin the monitoring process by setting an alert in JAS. The alert due date is 30 days in the future; however, the Jobs case manager should make every effort to contact the participant to encourage re-compliance.
- B. The Jobs case manager must utilize the NOAA Expiration Report (NIS932) on a daily basis to monitor the NOAA due date. The report includes the Jobs cost center, NOAA due date, the Jobs worker number, the Jobs status and reason code, case name, the date the NOAA was mailed, and the sanction month.

1. The Jobs case manager must ensure that the appropriate NOAA was sent to affect the appropriate sanction month and that the Jobs status reason codes have been updated correctly.
  2. When the participant has not made contact to express a willingness to comply by the NOAA due date indicated on the report, the Jobs case manager must review the AZTECS CAP2 screen to determine whether the TANF cash assistance case is still open.
- C. By the fifth calendar day of the sanction month (when the fifth calendar day falls on a weekend or holiday, the case must be reviewed on the prior workday), the Jobs case manager must do the following:
1. Review JAS to determine whether the participant has made contact to express intent to comply.
  2. Document the outcome of the review in the case *Progress Notes*.
  3. When the participant **has** made contact with intent to comply, see [Re-compliance All Families Except TPEP](#).
  4. When the participant has **not** made contact with intent to comply, roll the sanction over to the next level.  
(See [Continued Non-compliance](#))

#### **.12 Re-compliance, All Families Except TPEP**

For each instance that a participant has expressed a willingness to comply and attended a Jobs Welcome Meeting (one-on-one or group within the last six months), the participant is expected to begin compliance with activities assigned on their *Employment Plan*.

- A. Participants who have received a Notice of Adverse Action (NOAA) can contact the Jobs case manager **by** the [NOAA due date](#) to indicate a willingness to comply and stop the proposed sanction.
1. When the participant contacts the Jobs case manager by the NOAA due date and expresses a willingness to comply, the Jobs case manager must identify whether there are barriers.
    - a. When a barrier exists, follow the procedures in [Pre-Sanction Service Referral Process](#).



- b. When a barrier does not exist, follow procedures in this section.
- 2. When the participant expresses a willingness to comply **by telephone**, the Jobs case manager must complete the following:
  - a. Key a *Confirmation of Intent to Cooperate with the Jobs Program* (JB-187 English or JB-387 Spanish) within two workdays, and place a copy in the case record.
  - b. Determine whether the participant has attended a [Jobs Welcome Meeting](#) within the last six months.
    - (1) When the participant has attended a Jobs Welcome Meeting within the last six months, key an *Appointment Notice* (JB-151 English or JB-351 Spanish) within two workdays to meet, and when necessary, to [revise the EP](#).
    - (2) When the participant has **not** attended a Jobs Welcome Meeting within the last six months, key a *Welcome to the Jobs Program* (JB-101 English or JB-301 Spanish).
  - c. Update the status and reason codes to the appropriate active status on the *Status Change* (NIS310) screen in JAS.
  - d. Document the telephone conversation in the case *Progress Notes* (JA-011) with extensive information on the words expressed by the participant and any information provided to the participant.
- 3. When the participant expresses a willingness to comply **in person** the Jobs case manager must complete the following:
  - a. Have the participant sign a *Letter of Intent to Cooperate with the Jobs Program* (JOB-1086A). Provide a copy of the *Letter of Intent to Cooperate with the Jobs Program* to the participant and place a copy in the case record.
  - b. Determine whether the participant has attended a [Jobs Welcome Meeting](#) within the last six months.
    - (1) When the participant has attended a Jobs Welcome Meeting within the last six months, [revise the EP](#).
    - (2) When the participant has **not** attended a Jobs Welcome Meeting within the last six months, complete one of the following:

- (a) Provide the participant with a one-on-one meeting.
    - (b) Key a *Welcome to the Jobs Program* (JB-101 English or JB-301 Spanish).
  - c. Update the status and reason codes to the appropriate active status on the *Status Change* (NIS310) screen in JAS.
  - d. Document the conversation in the case *Progress Notes* (JA-011) with extensive information on the words expressed by the participant and any information provided to the participant.
- B. Participants who have received a Notice of Adverse Action (NOAA) who contact the Jobs case manager **after** the [NOAA due date](#) to indicate a willingness to comply can have benefits restored after the one month sanction. The participant does not have to return to work activities until benefits are restored.
  - 1. When the participant contacts the Jobs case manager after the NOAA due date and expresses a willingness to comply, the Jobs case manager must identify whether there are barriers.
    - a. When a barrier exists, follow the procedures in [Pre-Sanction Service Referral Process](#).
    - b. When a barrier does not exist, follow procedures in this section.
  - 2. When the participant expresses a willingness to comply **by telephone** the Jobs case manager must complete the following:
    - a. Key a *Confirmation of Intent to Cooperate with the Jobs Program* (JB-187 English or JB-387 Spanish) within two workdays, and place a copy in the case record.
    - b. Determine whether the participant has attended a [Jobs Welcome Meeting](#) within the last six months.
      - (1) When the participant has attended a Jobs Welcome Meeting within the last six months, key an *Appointment Notice* (JB-151 English or JB-351 Spanish) within two workdays to meet, and when necessary, to [revise the EP](#).
      - (2) When the participant has **not** attended a Jobs Welcome Meeting within the last six months, key a *Welcome to the Jobs Program* (JB-101 English or JB-301 Spanish).

- c. Update the status and reason codes to the appropriate active status on the *Status Change* (NIS310) screen in JAS.
  - d. Key an **R** in the *Client Participation Update* (NIS140) screen in JAS.
  - e. Document the telephone conversation in the case *Progress Notes* (JA-011) with extensive information on the words expressed by the participant and any information provided to the participant.
3. When the participant expresses a willingness to comply **in person** the Jobs case manager must complete the following:
- a. Have the participant sign a *Letter of Intent to Cooperate with the Jobs Program* (JOB-1086A). Provide a copy of the *Letter of Intent to Cooperate with the Jobs Program* to the participant and place a copy in the case record.
  - b. Determine whether the participant has attended a [Jobs Welcome Meeting](#) within the last six months.
    - (1) When the participant has attended a Jobs Welcome Meeting within the last six months, [revise the EP](#).
    - (2) When the participant has **not** attended a Jobs Welcome Meeting within the last six months, complete one of the following:
      - (a) Provide the participant with a one-on-one meeting.
      - (b) Key a *Welcome to the Jobs Program* (JB-101 English or JB-301 Spanish).
  - c. Update the status and reason to the appropriate codes on the *Status Change* (NIS310) screen in JAS.
  - d. Key an **R** in the *Client Participation Update* (NIS140) screen in JAS.
  - e. Document the conversation in the case *Progress Notes* (JA-011) with extensive information on the words expressed by the participant and any information provided to the participant.

**.13 Continued Non-compliance**

The participant has from the day after the Intent To Comply due date of the prior NOAA until the Intent To Comply due date of the next level NOAA to contact and express a willingness to comply. When the participant fails to make contact and express a willingness to comply, the sanction must progress (rollover) to the next level of sanction.

- A. Before keying the next level NOAA, the Jobs case manager must complete the following:
  - 1. Attempt to contact the participant to determine whether [good cause](#) exists. Any of the following methods can be used to attempt to contact the participant:
    - a. A telephone call.
    - b. Key a Jobs *Appointment Notice* (JB-151 English or JB-351 Spanish) within two workdays.
    - c. Check with other Administrations to determine whether they have had contact with the non-compliant participant.
    - d. Any other reasonable method to establish contact with the participant.
  - 2. Refer the participant to Jobs Program Services or community resources when a barrier has been identified. (See [Pre-sanction Service Referral Process](#))
  - 3. Review the AZTECS CAP2 screen to determine whether the TANF cash assistance case is still open.
- B. When contact could not be made and no barriers were identified, the Jobs case manager must complete the following:
  - 1. Key the appropriate level NOAA. (See [Notice Requirements](#))
  - 2. Document the case *Progress Notes* (JA-011) thoroughly to support the decision to roll the sanction over to the next sanction level.
  - 3. Obtain supervisory approval.

NOTE: When the case is rolling over to a 50% sanction and there has been **no** contact with the participant, the case manager is not required to obtain supervisory approval prior to sending the 50% NOAA.
- C. When the Jobs participant was sanctioned 100% and their Jobs case was subsequently closed, the following apply:

1. The participant must reapply for TANF cash assistance benefits. A reapplication is considered intent to comply with Jobs.
2. FAA staff must determine whether the parent/caretaker is eligible for TANF cash assistance.
  - a. When TANF cash assistance benefits are approved, FAA issues the benefits.
  - b. When benefits are not approved, FAA denies TANF cash assistance.
3. Participants who have been sanctioned 100%, who reapply and are approved by FAA to receive TANF cash assistance are coded **SA** on the *FAA Referral Inquiry Selection* (NIS010) screen in JAS.

## 807 NON-JOBS SANCTIONING

Participants who fail to comply with TANF cash assistance requirements may incur sanctions or withholding for reasons other than non-compliance with the Jobs Program. AZTECS maintains a combined record of sanctions imposed by DCSE, FAA, and Jobs on the PRAP/DISA screens.

### .01 Sanctioning or Withholding Imposed by DCSE and FAA

Jobs Participants may be in a sanction or withholding status for the following reasons:

- A. The Division of Child Support Enforcement (DCSE) requests sanctions or withholdings when participants fail to cooperate in any of the following:
  1. Establishing paternity for their children.
  2. Establishing court orders for support.
  3. Collecting child support.
- B. The Family Assistance Administration (FAA) imposes a sanction when a parent, without good cause, fails to do either of the following:
  1. Keep their child(ren), up to age 16, in school.
  2. Have their child(ren) immunized.

### .02 Notification of Cash Assistance Closure

When the TANF cash assistance case is being closed due to a non-Jobs Program sanctioning, the Family Assistance Administration AZTECS system generates an alert via the overnight system batch.

- A. Sanction information may be reviewed in AZTECS on the following screens:

1. NOHS (Notice History Summary).
  2. DISA (Disqualifications/Sanctions).
- B. The Jobs case manager needs to be aware when viewing these screens that outstanding sanctions or withholdings may not have been imposed yet.
- C. When the Jobs case is in a sanction status, the case will automatically close.
- D. When the Jobs case is in active status, the Jobs case manager will manually close the case.

### **.03 Retention of Sanction**

A sanction remains on the participant's record for their lifetime. Sanctions are carried with the participant when they move into a different household.

## **808 FAIR HEARINGS**

Jobs participants may request a fair hearing when a sanctioning or withholding action is imposed. Participants must be advised to provide a written request for a Fair Hearing to the Family Assistance Administration when an interest is expressed.

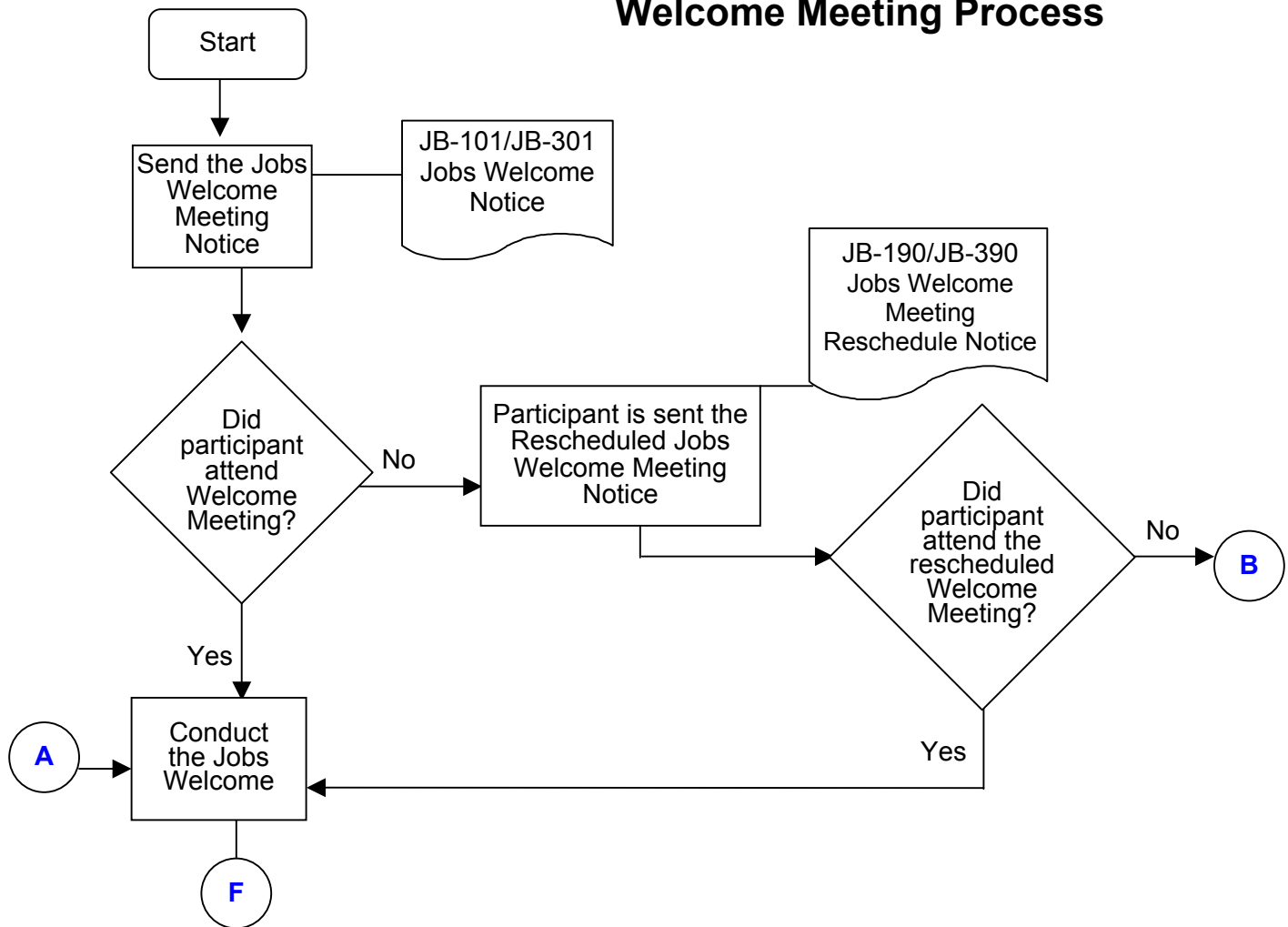
### **.01 Fair Hearing Requests**

When a written request for a fair hearing is received in a Jobs local office, it must be date stamped and immediately sent to the local Family Assistance Administration office serving the family.

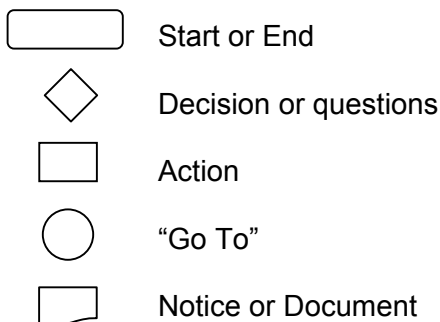
The TANF cash assistance grant will not be reduced pending the results of the fair hearing.

### **.02 Hearings**

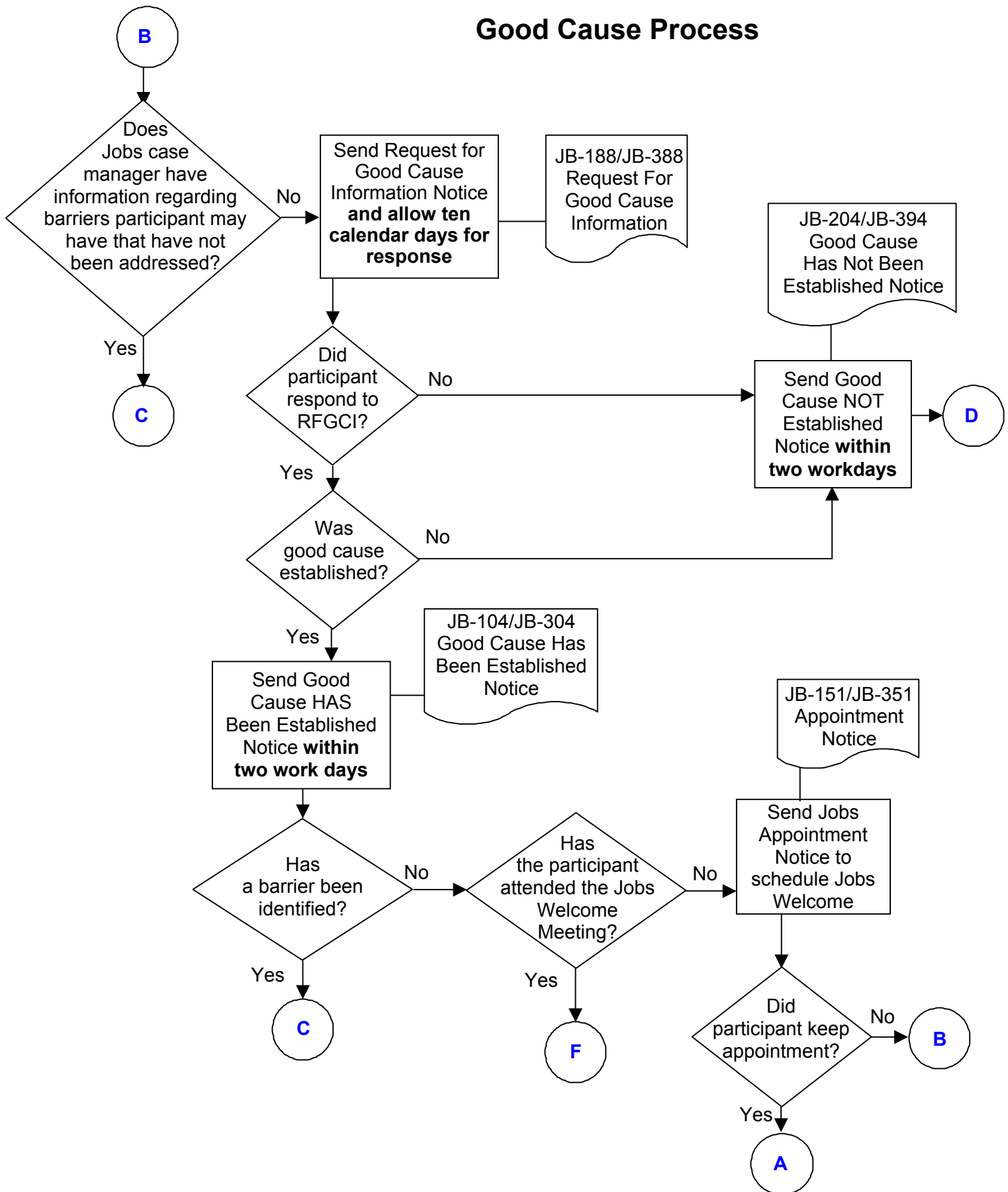
An impartial, state-level hearing officer is responsible to conduct all fair hearings. The Jobs case manager must attend the fair hearing upon Family Assistance Administration's request.

**JOBS PROGRAM FLOW CHART****Welcome Meeting Process**

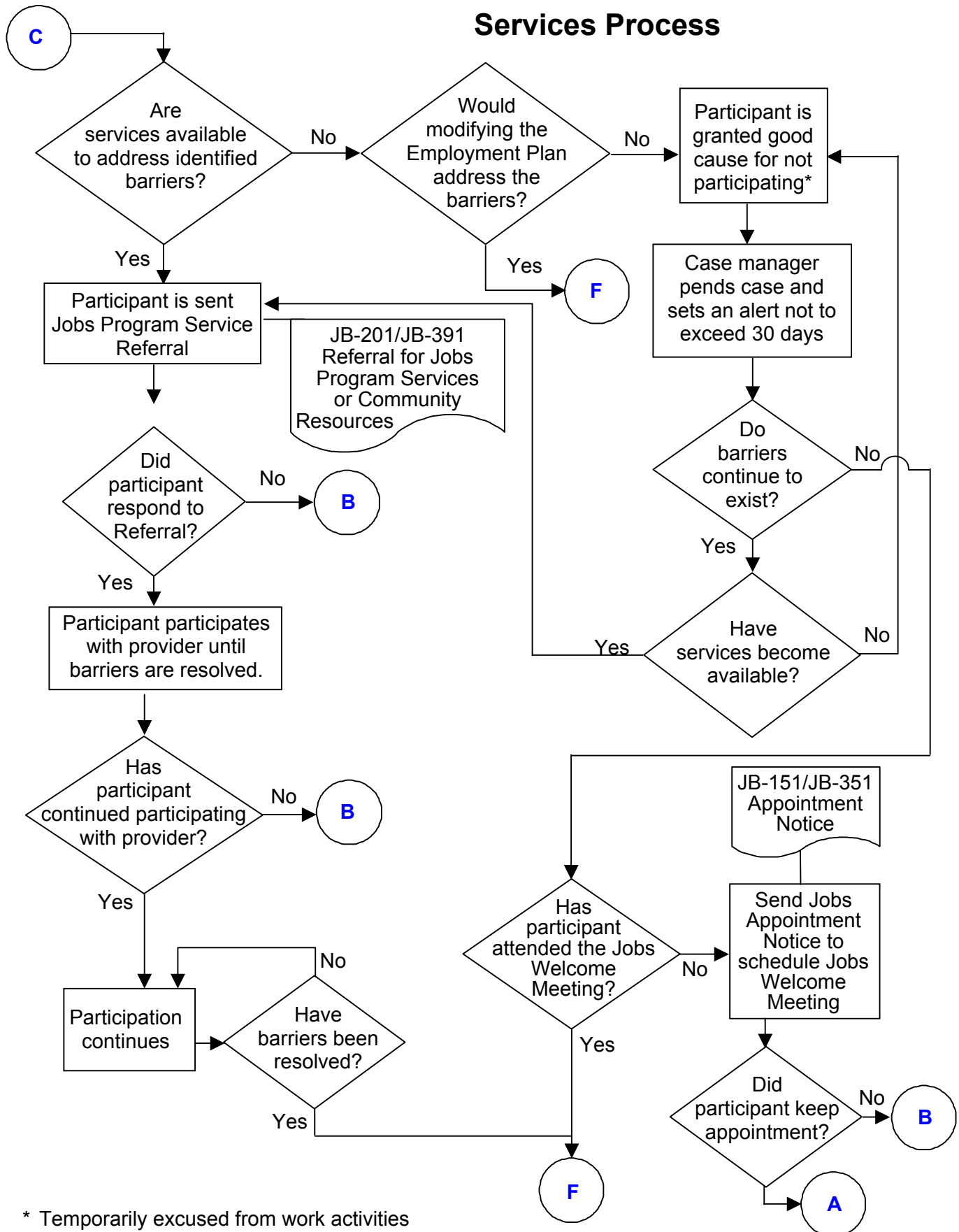
- At any point, communication between the participant and case manager may result in identification of barriers to participation. These barriers may result in a deferral from participation.
- At any point the participant can claim good cause.
- The participant is not required to attend a Jobs Welcome Meeting when they have attended one within the last six months.

**KEY**

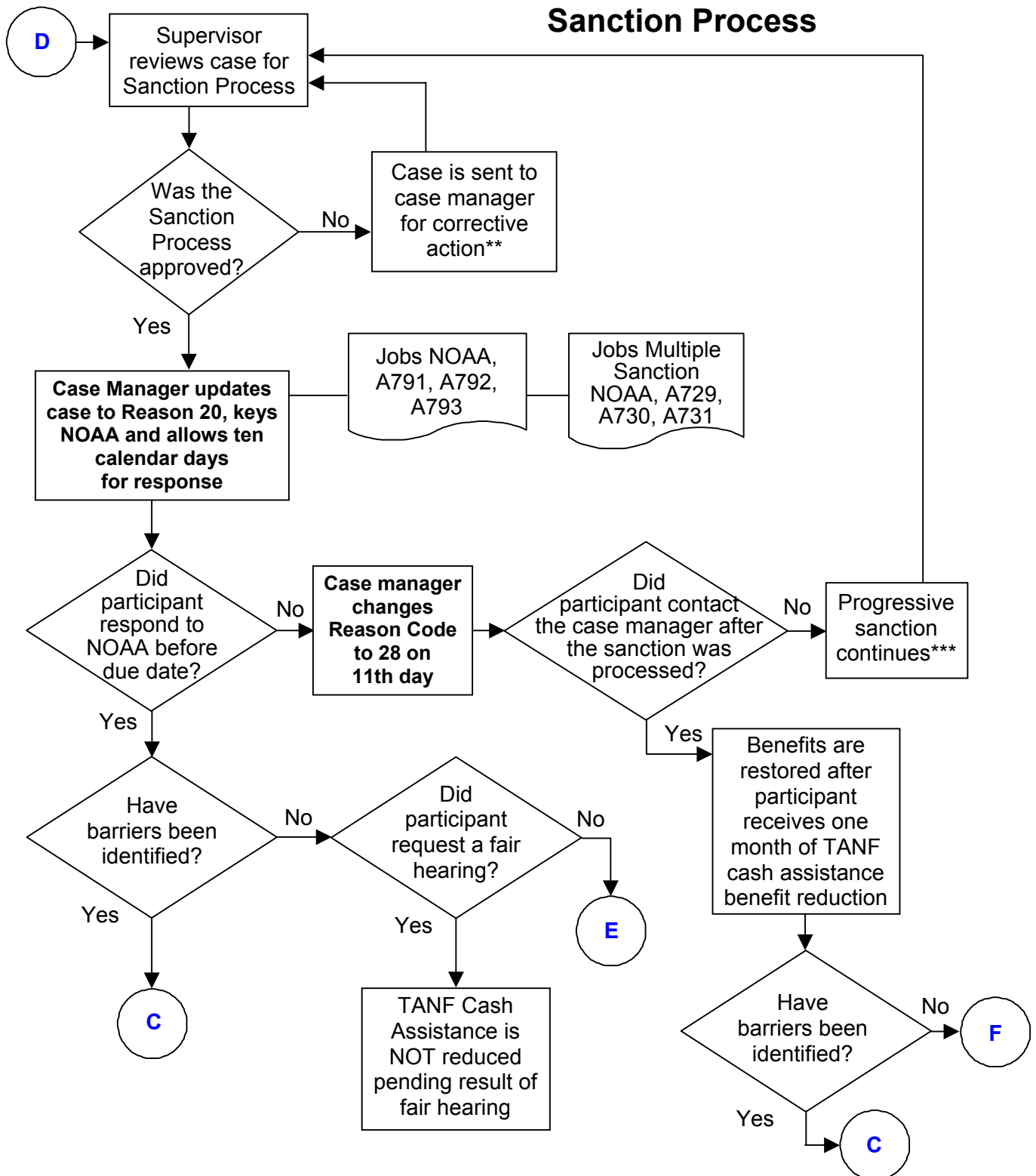
## Good Cause Process





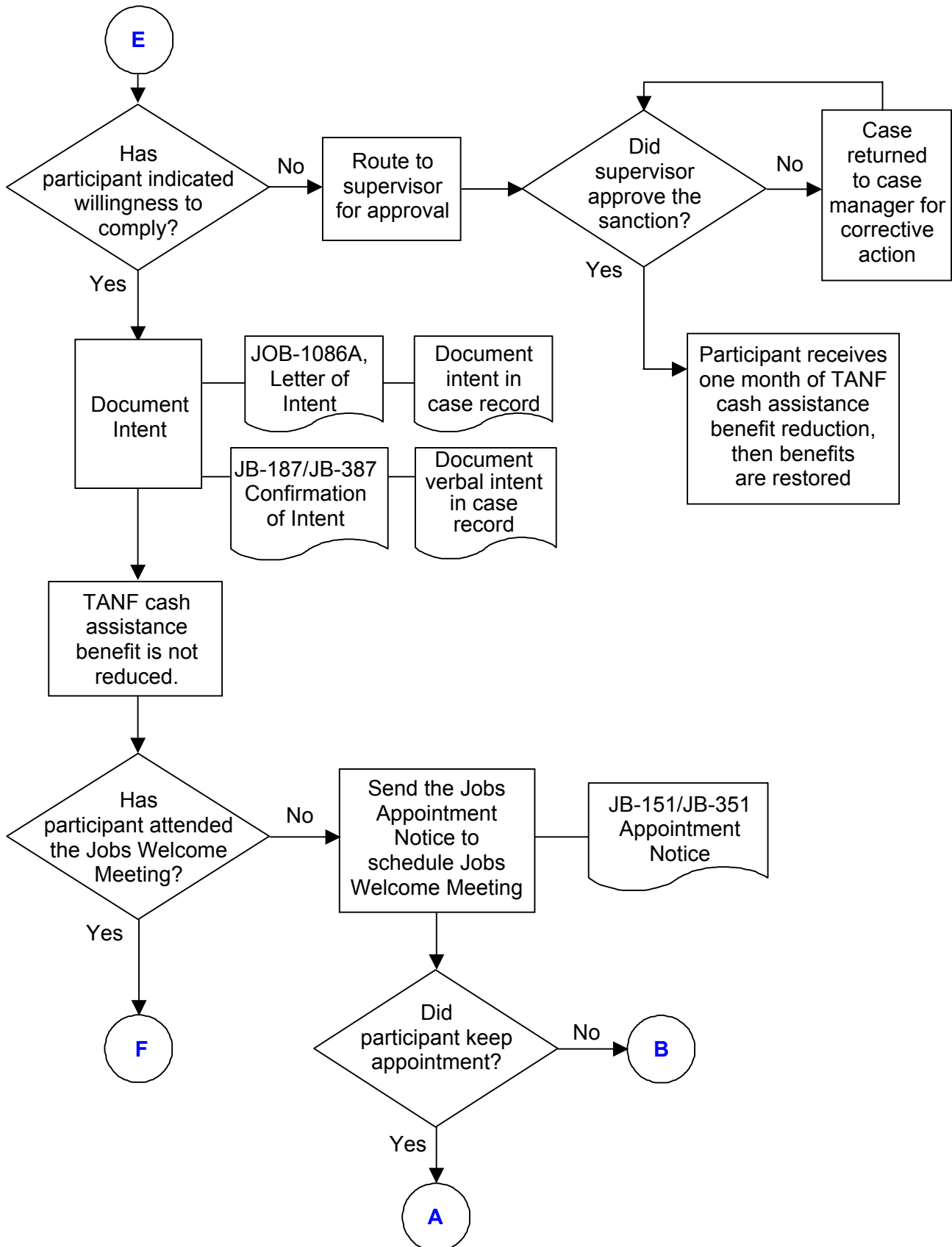
**Services Process**

\* Temporarily excused from work activities

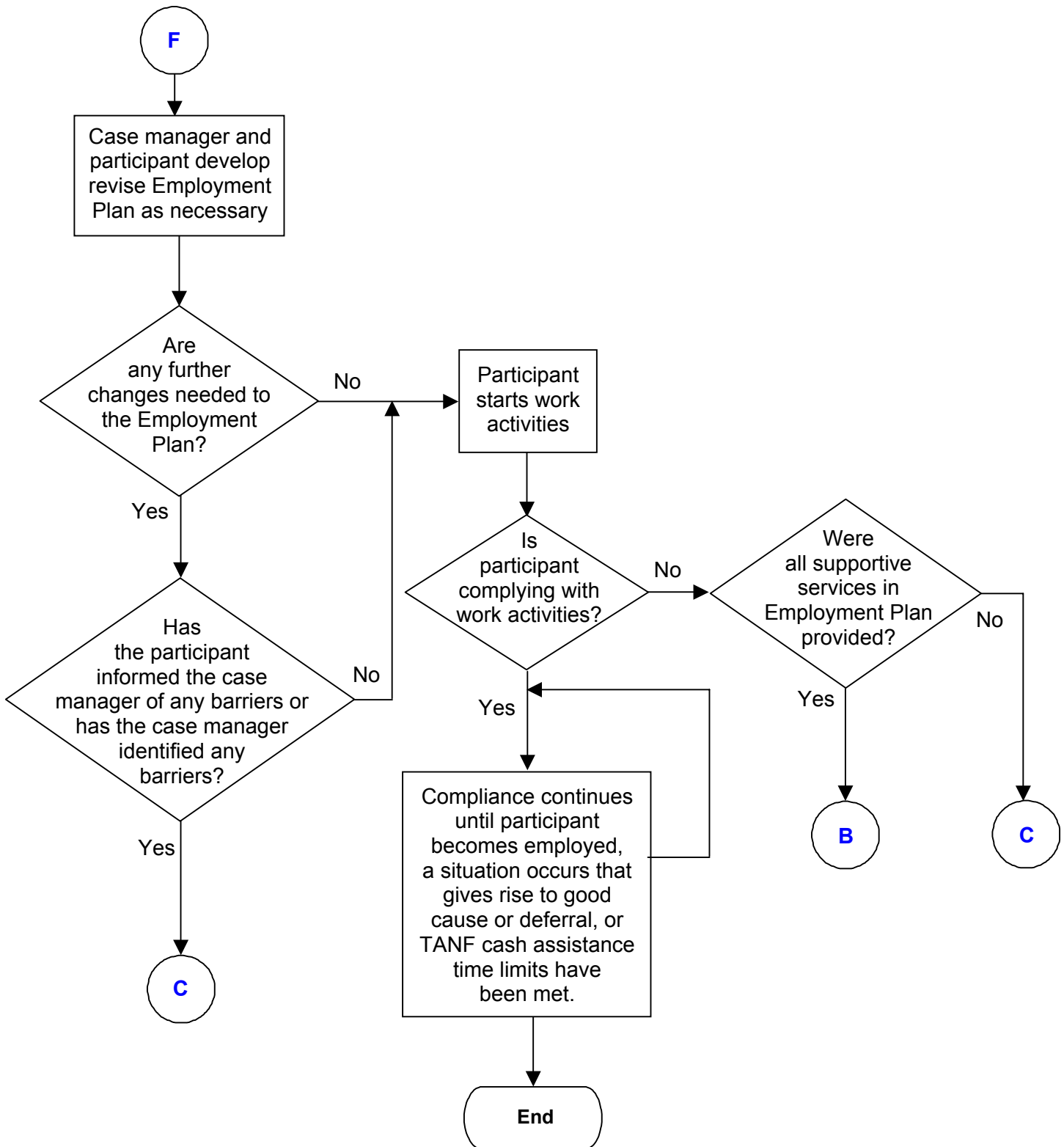
**Sanction Process**

\*\* Will return to the point where the appropriate action was **NOT** taken.

\*\*\* When the participant has a telephone, prior to reducing the TANF cash assistance benefit by 100%, the Jobs case manager must contact the participant via telephone to determine whether barriers exist or the participant has good cause.

**Sanction Process (Cont.)**

## Case Management Process



**COMMON PHRASES**

Listed below are the common phrases (English and Spanish) that must be used when keying JAS notices and Sanction notices.

1. Appear at the Jobs Welcome Meeting on \*\*/\*\*/\*\*\*\* at (location)  
No se presento a la reunión de bienvenida del Jobs program en \*\*/\*\*/\*\*\*\* en
2. Contact the Jobs Program by \*\*/\*\*/\*\*\*\* to indicate a willingness to work with Jobs or to tell us about problems that keep you or a family member from working with Jobs.  
Se comunico con el Jobs program antes de \*\*/\*\*/\*\*\*\* para indicarnos que usted esta disponible a cooperar con el Jobs program o para informarnos de problemas que le evitan a usted o a un miembro de su familia a cooperar con el Jobs program.
3. Keep scheduled appointment or contact your Jobs case manager on \*\*/\*\*/\*\*\*\* at (location)  
Se presento a su cita o se comunico con su encargado del caso de Jobs \*\*/\*\*/\*\*\*\* en
4. Report for work activities on \*\*/\*\*/\*\*\*\* at (location)  
Se reporto para actividades de trabajo en \*\*/\*\*/\*\*\*\* en
5. Appear for a monthly review appointment on \*\*/\*\*/\*\*\*\* at (location)  
Se presento a su cita de revision mensual en \*\*/\*\*/\*\*\*\* en
6. Accept an offer of employment on \*\*/\*\*/\*\*\*\* at (location)  
Acepto una oferta de empleo en \*\*/\*\*/\*\*\*\* en
7. Cooperate with work activities on \*\*/\*\*/\*\*\*\* at (location)  
Coopero con actividades de trabajo en \*\*/\*\*/\*\*\*\* en



## ARIZONA JOBS PROGRAM

PROGRAM INSTRUCTIONS: DES 2-10.900

## SUBJECT: GENERAL INFORMATION

**900 GENERAL INFORMATION**

This section includes information regarding case record information, case progress notes, confidentiality, case closures, home visits, facilitating participant independence, documenting unusual incidents, volunteers, civil rights, grievances, and issue resolution. All policies and procedures apply to all participants unless otherwise indicated.

**901 CASE RECORD INFORMATION**

The case record contains information, documentation and verification of activities and services provided to the Jobs participant. A case record must be established at the time the participant is selected from the *FAA Referral Inquiry* (NIS011) screen.

**.01 Case Record Format**

Information and forms in all case records must be filed according to [Case Record Format](#).

**.02 Security**

All case records must be stored in secure areas to prevent theft and the release of information to unauthorized persons.

**.03 Retention**

- A. Closed case records must remain in the local office for a period of at least one-year following case closure, except for case records with an outstanding overpayment.
- B. When a case record becomes too thick to manage, historical material may be removed from Section Six and filed in historical volumes.
  1. Jobs case managers must retain at least six months of information in Section Six of the case record.
  2. Information that is over six months old must be placed in a two-part folder, labeled Historical File, and moved to the central files when space is available.
  3. The historical file label must have the same information as the active case record. The active case record must be marked Historical File Exists on the outside of the front cover of the folder.
  4. When the case is closed, historical files must be banded together with current case record materials for storage.  
(See [Case Record Purging](#))

**.04 Case Record Transfer Procedures**

- A. When notification is received that a participant has moved resulting in a change of Jobs local office jurisdiction, the Jobs case manager transferring the case record must complete the following:
1. Determine the correct Jobs local office for the new zip code by accessing the AZTECS Listcode Tables:
    - a. Select JOBS COST CENTERS.
    - b. Key the new zip code for the participant.
    - c. Identify the Jobs cost center assigned to the keyed zip code.
      - (1) When **Y** displays in the **UP** column, the participant is part of a TPEP household.
      - (2) When **N** displays in the **UP** column, the participant is not part of a TPEP household.
  2. Discuss the change in Jobs local office jurisdiction with the participant. When the participant requests to remain with the original Jobs local office, allow them to do so unless they are moving into an Arizona Works area. Maximus must serve individuals moving into an Arizona Works area.
  3. Review the participant's case record, update JAS, and work any alerts. The Jobs case manager must send the *Notice of Change* (JB-138) through JAS. The notice informs the participant of the case record transfer.
  4. Update the status/reason code to **24-26** (Pending-Additional Information Required) on the *Status Change* (NIS310) screen in JAS.
  5. Update the *Client Registration Update Screen* (NIS320) in JAS with the new cost center. Call the [Jobs Help Desk](#) when problems or questions occur.
  6. Contact the receiving Jobs local office supervisor by either of the following methods to advise them the case record is being transferred:
    - a. Telephone.
    - b. Email.

7. Complete the *Case Transfer Transmittal* (JA-024) and attach the original to the case record. Send the case record to the receiving supervisor through interoffice mail in a sealed envelope marked Confidential.
- B. When notification is received that a participant moved out of a Maximus area into an area served by the Jobs Program, the following apply:
1. The case record must be received in the Jobs Regional Office from Maximus with the cost code identifier.
  2. The Jobs Regional Office completes all of the following:
    - a. Prepare the *Case Transfer Transmittal* (JA-024).
    5. Notify the local office supervisor that the case record is being sent.
    6. Remind the local office to change the local office cost center.
  3. The Jobs local office completes both of the following:
    - a. Schedule the participant for a reassessment appointment.
    - b. Send the participant the *Notice of Change* (JB-138).
  4. A Maximus participant may notify a Jobs local office that they have moved into the Jobs Program area and request Jobs Program services. The Jobs Program supervisor must contact the appropriate Maximus supervisor and request the case record be transferred. The Jobs local office must serve the participant.
- C. When the receiving office is notified of the transfer, the supervisor completes all of the following:
1. Immediately assign the transferred case.
  2. Ensure that the assigned Jobs case manager schedules an appointment for reassessment within ten workdays from the date of the transfer.
  3. Ensure the individual's participation and services are not interrupted during transfer.



**.05 Prior Participation**

When the Jobs case manager learns that an individual has participated previously in another area, the Jobs case manager completes all of the following:

- A. Contact the office where the prior case record is stored to request the case record be transferred.
- B. Prepare a temporary case record until the transferred case record is received.
- C. Begin services for the participant.
- D. Combine the two case records when received.

**.06 Providing Follow-up Services in the Alternate Delivery Area**

The following procedures are used when an individual requests Jobs Program Services while residing in one delivery area (DES or Maximus) and employment follow-up is occurring in the alternate delivery area:

- A. When services have been requested outside the delivery area currently completing the employment follow-up (DES or Maximus), the office providing the Jobs Program Services must **NOT** change the cost center or request the original case record. A duplicate case record must be created.
- B. The **EP Update Request** Eform must be completed by Jobs or Maximus to provide Jobs Program services in the area of current residence.
  - 1. To update the *Employment Plan* (EP) the Eform must be completed by Jobs or Maximus and sent to the Jobs Help Desk requesting that the Jobs Program Service information be keyed in the *Employment Plan* (NIS060) screen within 24 hours.
  - 2. Help Desk staff complete all of the following:
    - a. Change the cost center to the local office providing Jobs Program Services.
    - b. Key the EP information from the Eform on the *Employment Plan* screen and send a confirmation via SYSM back to the requester (DES or Maximus) indicating the information has been keyed.
    - c. Change the local office cost center to the office completing the employment follow-ups.
  - 3. Staff from Jobs or Maximus must document the action taken on the duplicate case *Progress Notes* (JA-011).

- C. The Payment Unit takes the following actions upon receipt of the payment voucher for Jobs Program Services:
1. Select the *Add Transaction* (NCA110) screen or the *Update Transaction* (NCA210) screen. Either screen identifies which cost center the participant is assigned to.
  2. Call the [Jobs Help Desk](#):
    - a. Provide the participant's Jobs ID#.
    - b. Identify the site code listed at the top of the Expense Voucher and request that the case be assigned to that cost center. When a Maximus case is inadvertently processed for payment and the case is not assigned to the correct cost center, an edit, **Encumbrance Number Invalid for Cost Center Number**, displays.
    - c. Help Desk staff are responsible to identify and assign the appropriate cost center that corresponds to the identified site code.
  3. Process the voucher for payment.
  4. Call the Jobs Help Desk to change the cost center back to the original cost center.

## 902 PROGRESS NOTES

The Jobs case manager is responsible for recording information on the case *Progress Notes* (JA-011) to substantiate activities and decisions made on behalf of the participant. Since the case record is an Agency document available for the scrutiny of participants, their attorneys, and others, the Jobs case manager must be judicious in how information is presented and what is included. The Jobs case manager must annotate the case *Progress Notes* immediately when possible and at least monthly or more frequently, as needed.

### .01 Authority to Update

Assigned Jobs staff or anyone working with, or on behalf of the participant, is responsible for ensuring the case record and the case *Progress Notes* are complete and accurate.

- A. The supervisor may assign this duty to others.
- C. The supervisor must record in the case *Progress Notes* that another individual has been assigned to update the participant's records, including the dates and/or functions to be completed by other Jobs case managers.

**.02 Actions Requiring Update of the Progress Notes**

Jobs staff must update the case *Progress Notes* as changes occur, including, but not limited to, the following times:

- A. Following contacts and discussions with the participant, other persons involved in the case, and/or providers.
- B. When barriers are identified and the participant is referred for services.
- C. When taking actions including the following:
  - 1. Approving or denying Jobs activities, Specialized Services or Jobs Program Services.
  - 2. Reassessment of the *Employment Plan* (NIS060) screen in JAS.
  - 3. Changes in Jobs status, such as temporarily deferred, TANF cash assistance case closures and pending activities.
  - 4. Processing pre-sanction, and sanction and withholding actions when an individual voluntarily quits employment or reduces their work effort.
  - 5. Closing a case when an individual requests FAA to voluntarily withdraw them from the TANF cash assistance program.
  - 6. Problem resolution processing.
- D. Referencing to information/verification received.
- E. Processing non-compliance, good cause determinations, and all related actions.

**.03 Information to be Included in case Progress Notes**

Information in the progress notes must be documented in as much detail as needed to substantiate the actions taken in the case. Documentation in the case *Progress Notes* must include, but is not limited to, the following:

- A. Date of the event, action, receipt of information, and who reported the information.
- B. Type of contact; e.g., telephone, in person, home visit, site visit, letter, or report.
- C. Names of individuals involved, including the participant and Jobs staff members, and the titles of persons involved and their telephone numbers, when appropriate.
- D. Location of the activity involved.

- E. What occurred and what information was received.
- F. References to any documents received and filed in the case record that provide more details, such as standardized test results, grade reports, medical reports and statements from collateral contacts.

## 903 CONFIDENTIALITY

### .01 Confidential Information

- A. All information in participant case records, or known to DES employees, is confidential and must not be disclosed except as authorized in this section.
- B. Jobs staff must ensure against the inadvertent disclosure of confidential information by following work practices that include, but are not limited to, the following:
  - 1. Documents containing confidential information must not be left around office photocopiers, printers, etc..
  - 2. Disposal of all trash containing confidential information must be in accordance with DES confidential records destruction. Any material containing confidential information must not be included with general office trash.
  - 3. Confidential information must not be discussed unless directly related to the official duties of Jobs Program staff.

### .02 Release of Information Without Signed Consent

The release of confidential information may be required without a participant's consent in order to facilitate services and comply with state and federal regulations.

- A. Confidential information may be disclosed for official purposes without the participant's consent. Disclosure is limited to the following:
  - 1. Employees of the Department of Economic Security.
  - 2. Jobs Programs of other states.
  - 3. Arizona Attorney General's Office.
  - 4. Approved providers or contractors for the purpose of implementing the *Employment Plan*.
  - 5. Any federal or federally assisted program which provides assistance or services, in-cash or in-kind, directly to individuals on the basis of need.

6. Government auditors when the audits are conducted in connection with the administration of any assistance program by a governmental entity that is authorized by law to conduct such audits.
  7. The current address of Jobs Program participants. The current address may be released to a federal, state or local law enforcement officer by a supervisor when he or she has contacted the [Attorney General's office](#) for guidance.
- B. Participants may review the contents of their own case records at any time, provided a member of the Department is present.
1. Jobs staff must review the participant's case record prior to allowing a participant to review their case record. The purpose of this review is the removal of any material obtained from third parties that requested that their information not be released to the participant.
  2. A participant may request a reasonable number of copies of material from their own case record.

### **.03 Release of Information to Other Persons and Agencies**

- A. Confidential information cannot be released to anyone not listed in [Release of Information Without Signed Consent](#) without the written consent of the participant. Jobs staff must have the participant sign the *Release of Information* (JA-037) or the *Request and Authorization for Release of Personal Medical Information* (VR-016).
- B. The participant must be informed of a request for information from sources other than those in Release of Information Without Signed Consent.
1. Verbal permission may be obtained to comply with the request only in an emergency.
  2. In an emergency, when neither verbal nor written permission can be obtained, a supervisor must approve the *Release of Information*.
  3. Participants will be notified of specific information released and to whom it was released.

**.04 Public Releases of Information**

Jobs staff must obtain the participant's permission and have him or her sign a *Release of Information* (JA-037) or *Consent for Use of Photo/Videotape* (J-620), prior to using information about the participant for any of the following:

- A. Speeches or presentations. Participants could be motivational speakers to individuals currently participating in the Jobs Program.
- B. Video tapes or photographs.
- C. Media news articles or DES agency or administration newsletters.
- D. Local office bulletin boards, displays, or participant success story usage.
- E. Recognition certificates and plaques.
- F. Any other materials identifying (directly or by association) the individual as a Jobs Program participant.

**.05 Subpoenas**

When a subpoena is received for a case record or for a Jobs employee to testify concerning a participant, the person receiving the subpoena must take all of the following actions:

- A. The subpoena must be given to the local office supervisor.
- B. The local office supervisor must immediately give information regarding the subpoena to the Attorney General's Office. The Attorney General's Office will then advise of appropriate action.
- C. Information must not be released unless authorized by the Attorney General's Office.

**.06 Reporting Child Abuse/Neglect**

All State employees are required by law to report suspected or known abuse, neglect or abandonment. It is only a request for an investigation. The person making the report does not need to prove the abuse. Investigation and validation of child abuse reports are the responsibilities of Child Protective Services (CPS).

- A. Jobs staff must report any known or suspected instances of child (under age 18) abuse and/or neglect. This includes situations where a child is or may be experiencing physical or mental injury, sexual abuse or exploitation, negligent treatment or maltreatment when the child's health or welfare is threatened.
- B. Jobs staff must report such instances by calling the [Child Abuse Hotline](#). The Child Abuse Hotline will then make a referral to the appropriate CPS office.

- C. Confidential information known to the Jobs Program may be disclosed to CPS without the participant's consent.

#### **.07 Requests for Information from Attorneys**

- A. When a request for information regarding a Jobs participant is received from attorneys and/or their staff without a written release from the participant, Jobs staff must advise the parties to obtain a subpoena requesting the information.
- B. Information may also be given directly to the participant for their use. (See [Release of Information Without Signed Consent](#) and [Subpoenas](#))

### **904 CASE CLOSURES**

Case closure is the removal of a participant from Jobs Program participation from Jobs Program case management.

#### **.01 Reasons for All Families Except TPEP Case Closure**

The Jobs case manager must close the Jobs case when any of the following occur:

- A. The Jobs case manager applies a sanction and it is the family's third sanction or the TANF cash assistance case is in a closed status; the Jobs case closes automatically via the batch process.
- B. The participant's Jobs status has a reason code of **28** (CA/FS Sanctioned/Withheld). When the TANF cash assistance case closes for any reason, the participant's Jobs Program case automatically closes.
- C. The Family Assistance Administration (FAA) has stopped the participant's TANF cash assistance and employment follow-up is not required. Exceptions to closing the Jobs case are when any of the following occur:
  - 1. The participant can benefit from additional case management services. Case management services can be provided for a maximum period of 90-days following the loss of TANF cash assistance eligibility. Additional case management services must not be provided to individuals whose case closed due to sanction or individuals who voluntarily withdrew from their TANF cash assistance.
  - 2. The participant's 90-day follow-up period is completed at the time FAA closes the TANF cash assistance case due to earned income. The Jobs case must remain open through the six-month Jobs Program Services eligibility period. (See [Monitoring Permanent Employment Without Concurrent Activities](#))

3. TANF cash assistance is terminated due solely to certain EMPOWER provisions. (See [EMPOWER Provisions Affecting Jobs](#))
- D. Countable employment that pays at least the equivalent of the Federal Minimum Wage (FMW) for at least 35 hours per week (averaged over the month) and results in the participant not being required to concurrently participate in Jobs activities at the 90-day follow-up;  
  
NOTE: The Jobs case manager must **not** close the Jobs case with a status code **26** (Closure: Employed Through 90 Day Follow-Up) when the TANF cash assistance case remains open.
- E. Individuals who are not required to participate in Jobs Program activities stop participating.
- F. The individual voluntarily withdraws from TANF cash assistance by requesting that their FAA case be closed.

## **.02 Case Closure Checklist**

Prior to closing a Jobs Program case, the Jobs case manager complete the following Case Closure Checklist:

- A. Check that the Jobs ID and SSN are correct to ensure that the correct case is closed.
- B. Send a **Stop** referral to the Child Care Administration, when applicable.
- C. Check the activity and service begin and end dates to ensure that any outstanding payments are covered on the *Employment Plan* (NIS060) screen.
- D. Check and complete all the JAS participation information.
- E. When employed, check the *Employment* (NIS150) screen to ensure that the 90-day follow-up has been completed.
- F. Close all activities listed on the *Employment Plan* (NIS060) screen.
- G. Work and close all outstanding alerts.
- H. Notify regional office when required per operating instructions.
- I. Key the appropriate status and reason codes in JAS.
- J. Update the case *Progress Notes* (JA-011) regarding the reason for case closure. All progress notes must be up-to-date prior to case closure.



**.03 Reasons for TPEP Case Closure**

The Jobs case manager must stop services to TPEP parents when any of the following occur:

- A. The Jobs case manager initiates a withholding and it is the family's third withholding or when the TANF cash assistance case is in a closed status; the Jobs case closes automatically via the batch process.
- B. The participant's Jobs status has a reason code of **28** (CA/FS Sanctioned/Withheld). When the TANF cash assistance case closes for any reason, the participant's Jobs case automatically closes.
- C. FAA has stopped the participant's cash assistance and employment follow-up is not required. Exceptions to closing the Jobs case are as follows:

EXCEPTION: The participant's 90-day follow-up period is completed at the time FAA closes the TANF cash assistance case due to earned income. The Jobs case must remain open through the six-month Jobs Program Service eligibility period. (See [Monitoring Permanent Employment Without Concurrent Activities](#))

- D. The TPEP parent is employed at the 90-day follow-up and the employment is countable employment that pays at least the equivalent of the Federal Minimum Wage (FMW) for at least 35 hours per week (averaged over the month) and results in the participant not being required to concurrently participate in Jobs Program activities.

NOTE: The Jobs case manager must **not** close the Jobs case with a status code **26** (Closure: Employed through 90 day follow-up) when the TANF cash assistance case remains open.

- E. When individuals who are not required to participate in Jobs Program activities stop participating.
- F. The individual voluntarily withdraws from TANF cash assistance by requesting that FAA close their TANF cash assistance case.

**.04 Jobs Case Manager Responsibilities**

The Jobs case manager is responsible for closing cases within seven calendar days of the time they become aware of the need to close a case. When closing the Jobs case, complete the following:

- A. Inform the participant in writing by sending the *Notice of Change* (JB-138 English or JB-338 Spanish).
- B. Review the following AZTECS screens for earned income:

1. AFBH – Benefit History.
  2. EAIN – Earned Income.
  3. EAIC – Earned Income Calculation.
  4. SEEI – Self Employment Earned Income.
- C. Complete the [Case Closure Checklist](#).

## 905 HOME VISITS

The Jobs case manager will sometimes find it necessary to meet with participants in their homes; a home visit requires the approval of the Jobs case manager's supervisor. This section details criteria for conducting home visits, as well as safety precautions the Jobs case manager must use while on home visits.

### **.01 When to Make a Home Visit**

Home visits may be conducted only in the following circumstances:

- A. The Jobs case manager needs to exchange information with a participant and a home visit is the only method available to exchange information in a timely manner.
- B. The Jobs case manager and supervisor agree that special circumstances exist that makes a home visit necessary.

### **.02 Safety Precautions for Home Visit**

When visiting a participant's home, the Jobs case manager must exercise caution and common sense. The Jobs case manager must not become involved in any situation that is potentially dangerous.

- A. When previous experience indicates that a participant may be hostile or the neighborhood where they reside may be dangerous, or any other potentially dangerous conditions exist, the Jobs case manager should reconsider the necessity for the visit.
- B. The Jobs case manager must remain prepared to terminate the contact and seek safety outside the home at all times during the home visit.
- C. When weapons are visible, the Jobs case manager must not enter the home or must leave immediately when already in the home.
- D. The Jobs case manager must inform their supervisor of their destination and return time when conducting home visits. In addition, the Jobs case manager must follow local office procedures regarding trips outside the local office.

- E. The Jobs case manager must carry proper identification, *Jobs Employee ID Card*, which must be shown on demand.
- F. The Jobs case manager must not attempt to restrain or disarm a violent individual.
- G. Home visits must be conducted between 8:00 AM and 5:00 PM Monday through Friday. Any visits conducted outside of these days and hours require supervisory approval.

### **.03 Mileage Reimbursement**

Jobs case managers who make home visits are entitled to mileage reimbursement at the current state rate.

## **906 FACILITATING PARTICIPANT INDEPENDENCE**

A long-term goal of the monitoring process is to impart coping skills to participants so they can resolve problems when they arise in the future.

### **.01 Encouraging Participant Responsibility**

The Jobs case manager must evaluate a participant's ability for following through with the objective of the *Employment Plan* and assist each participant accordingly.

- A. Participants with a demonstrated ability for carrying out instructions need relatively low-levels of support. Participants demonstrating an inability to follow instructions require a higher level of support.
- B. The Jobs case manager must allow participants to do all they can for themselves while encouraging them to do more.

### **.02 Techniques for Facilitating Participant Independence**

The Jobs case manager can promote and teach independence to participants through their routine interactions and the ways in which they carry out their functions. The following are some techniques that can be used:

- A. Solicit input, listen, and encourage participants to be creative and come up with their own ideas.
- B. Encourage participants to explore potential resources on their own.
- C. Encourage participants to initiate follow-up contacts with the Jobs case manager, employers, and providers.

## **907 DEALING WITH THE HOSTILE PARTICIPANT**

When a participant becomes abusive, angry, or aggressive, the Jobs case manager must terminate the interview and seek assistance or safety.

**.01 Techniques - Verbal Aggressiveness**

Verbal confrontations with participants are to be avoided at all costs. The following techniques can be used:

- A. Remain calm and do not allow yourself to be drawn into an angry exchange.
- B. Be supportive but firm. Set enforceable limits. Techniques to control verbal aggressiveness include, but are not limited to, the following:
  - 1. Establish eye contact with the participant.
  - 2. Be aware of non-verbal messages you or the participant may be sending. For example, close physical proximity to an angry participant could be interpreted as a challenge.
  - 3. Control your voice. Avoid allowing your voice to be too loud, too fast, or too high pitched. Maintaining a steady, moderated voice can do a great deal to deescalate the situation.
  - 4. Use empathetic listening skills. Remain non-judgmental and use paraphrasing.
  - 5. Focus on activities. Divert a participant's attention from anger and focus on activities. Involving the individual in an activity may reduce the aggression.
  - 6. Utilize [problem-solving techniques](#).

**.02 Techniques - Physical Aggressiveness**

Physical confrontations with participants are to be avoided at all costs. The following techniques can be used:

- A. When possible, workers should position themselves so the angry participant is not between them and the exit from the area.
- B. Each office must develop an action plan detailing what to do in the event of a violent confrontation. This includes, but is not limited to, the following:
  - 1. Methods for alerting other staff of a problem.
  - 2. Ensuring that all telephones have emergency numbers nearby.
  - 3. Advising staff of safe rooms, when available.
- C. In the event that a physical confrontation occurs or appears imminent, the Jobs case manager must take the following actions immediately:

1. Seek safety.
  2. Summon the police.
  3. Notify a supervisor or designee.
- D. Do not attempt to restrain or attempt to disarm a hostile individual.
- E. The Jobs case manager must document instances of a participant's verbal or physical aggressiveness and/or any verbal or physical confrontations in the case *Progress Notes* (JA-011). Some situations may require completion of an *Unusual Incident Report* (J-309). (See [Documenting and Reporting Unusual Incidents](#)).

## 908 DOCUMENTING AND REPORTING UNUSUAL INCIDENTS

The Jobs case manager is responsible for reporting unusual incidents involving Jobs participants and/or the Jobs case manager while involved in program activity.

### .01 Types of Incidents To Be Reported

Following are types of incidents that must be reported:

- A. Injuries.
- B. Verbal or physical aggressiveness and/or a verbal or physical confrontation between a Jobs participant and the Jobs case manager.
- C. Any other unusual situations or incidents.

### .02 Procedures for Reporting Unusual Incidents

The Jobs case manager must use the following procedures to report unusual incidents:

- A. Immediately report the incident to their Jobs Program supervisor.
- B. Document the incident in the case *Progress Notes* (JA-011).
- C. When the Jobs supervisor agrees, complete an *Unusual Incident Report* (J-309), within one workday of the incident.
  1. The Jobs case manager involved in the incident or its discovery completes Part I.
  2. The Jobs supervisor reviews and forwards the report to the Regional Program Manager (RPM) or Central Office Section Manager, in the case of an incident involving central office staff, within one workday of the incident.

3. The RPM or Central Office Section Manager completes Part II and routes, within two workdays of the incident, as follows:
  - a. Original to [DES Loss Prevention](#).
  - b. Copies to the Jobs Program Administrator and Division of Employment and Rehabilitation Services Assistant Director.
  - c. When the incident involves a participant in an Unpaid Work Experience or Community Service Program, send a copy to the [Administration of Volunteer Services](#).
4. Unusual Incident Reports must be retained in a file separate from the Jobs participant case record. They are confidential internal documents and cannot be released to anyone outside the agency, or to anyone within DES not directly involved in the completion, review or resulting investigation, without the specific permission of DES Loss Prevention.

## 909 TRANSPORTING PARTICIPANTS

Jobs Program participants may be transported in Jobs case managers' personal vehicles when no other mode of transportation is possible and then only when the requirements below have been met.

### .01 Transportation Options

- A. Participants are expected to arrange their own transportation when possible.
- B. When the supervisor concurs that a participant must be transported, state vehicles must be used when possible.

### .02 Use of Personal Vehicles

When the transportation options above are not possible, and a Jobs Program employee chooses to transport a participant in their own personal vehicle, they must obtain supervisory approval. The supervisor must not approve the request unless he or she has verified the following:

- A. The Jobs Program employee meets all of the following:
  1. Is currently covered by liability insurance that complies with Arizona requirements.
  2. Has advised their insurance carrier that he or she is using their vehicle to transport participants during the course of employment. This could cause the Jobs case manager's liability insurance rates to increase.

3. Has a valid Arizona driver's license and the supervisor has the driver's license number on file.
- B. The supervisor has contacted [Risk Management](#) and informed them of the employee's wish to transport participants in their personal vehicle. This contact must be made prior to the actual use of the vehicle allowing sufficient time for Risk Management to check the employee's driving record.

### **.03 Mileage Reimbursement**

Jobs case managers who comply with the above are entitled to mileage reimbursement at the current state rate when transporting participants.

## **910 HANDLING THE CASES OF RELATIVES, FRIENDS AND ASSOCIATES**

Special consideration must not be given to participants who are relatives, friends or associates of the Jobs case manager. In order to avoid any claims of impropriety, the Jobs case manager must follow the procedures in this section.

### **.01 Definition of Relative**

In this context, a relative is defined as an individual related within the third degree of marriage or blood. Persons related within the third degree include a spouse, child (natural, adopted, foster, stepchild, grandchild, great grandchild), parent, grandparent, great grandparent, sister, brother, aunt, uncle, niece or nephew.

### **.02 Assignment of Cases and Functions**

- A. Supervisors must not assign cases to the Jobs case manager when the participant is their relative, friend or associate. The supervisor must assign these cases to other Jobs case managers in the office and the cases must be kept in a locked cabinet, when available.
- B. When there are no other workers available for such cases, the supervisor must handle the case when they are in the same local office. When the supervisor's office is not at the same site, the supervisor must review the case on a bi-monthly basis to ensure equal treatment of all participants in the local office.
- C. When supervisors become aware that their subordinates are handling the cases of their (the supervisor's) relatives, friends or associates, they must not intervene in any manner with the Jobs case manager's handling of the case. The supervisor must take the following actions:
  1. Request that the participant be assigned to a Jobs case manager in another unit in the Jobs local office. When another unit is not available in the local office, the RPM, or their designee, must review the case on a bi-monthly basis to ensure equal treatment of all participants in the local office.

2. Request the intervention of the RPM or their designee, when the relative, friend, or associate complains about a Jobs case manager.
- D. When supervisors, RPMs, or their designees review cases, they must initial and date in the case Progress Notes, when the records were reviewed.

### **.03 Disclosure**

When the Jobs case manager becomes aware that a participant is their relative, friend, or business associate, they must disclose that fact to their supervisor. The Jobs case manager who has such a relationship with a Jobs participant must not behave in any of the following manners:

- A. Discuss the participant with other Jobs case managers.
- B. Access system information regarding the participant.
- C. Violate the state [Standards of Conduct](#).

## **911 VOLUNTEERS**

Volunteers are individuals who perform functions or services for the Jobs Program without pay. Jobs case managers are encouraged to utilize volunteers to fulfill Jobs Program requirements. Note that unpaid work experience participants are considered volunteers in this context.

### **.01 Restrictions**

Volunteers may not be used to perform any of the following functions:

- A. Assessment of participants.
- B. Case planning.
- C. Determining good cause.
- D. Sanctioning or withholding actions.
- E. Approving or denying Jobs Program Services, including payments.
- F. Making decisions regarding participant activities.
- G. Making home visits.

### **.02 The Jobs Case Manager's Responsibilities**

The Jobs case manager must ensure the volunteer has met all of the following:

- A. Completed ethics training.



- B. Signed all data security forms.
- C. Signed the DES (Jobs) security agreement.

### **.03 Suitable Activities for Volunteers**

The following are some appropriate activities:

- A. Providing transportation to participants when the placement is made through the DES Volunteer Coordinator.
- B. Language interpretation.
- C. Assisting the participant to understand program materials.
- D. Contacting providers and employers regarding participant hours or employment follow-ups.

## **912 CIVIL RIGHTS**

The Jobs Program's civil rights policies are based on federal civil rights legislation, Arizona Revised Statutes, Arizona Department of Administration Personnel Rules, and the Department of Economic Security Internal Instructions Manual.

(See [Standards of Conduct](#) for other DES Personnel Rules governing the conduct of state employees)

### **.01 Nondiscrimination**

The Jobs Program must not discriminate against anyone, including participants and providers in any aspect of the program administration.

- A. Jobs must not discriminate on the basis of any of the following:
  - 1. Race.
  - 2. Color.
  - 3. Religion.
  - 4. National Origin.
  - 5. Gender.
  - 6. Age.
  - 7. Disability.
  - 8. Political Affiliation.

- B. No person must be denied services, benefits, privileges, or employment as a consequence of having participated in any way in a discrimination complaint process against DES, its providers, or their employees.
  - 1. Prior to the complaint process, all attempts must be made to resolve the problem within Division of Employment and Rehabilitation Services (DERS).
  - 2. When an individual requests to file a complaint with the DES Office of Equal Opportunity, see [Discrimination Complaint Procedures](#).

## **.02 The Americans with Disabilities Act**

The Jobs Program must make reasonable accommodations in all aspects of program administration so those individuals with disabilities can obtain needed training and/or engage in employment activities.

- A. Jobs Program forms are available in alternative format and include the Americans with Disability Act statement.
- B. Notices pertaining to training, conferences, or other program or administration activities must include the Americans with Disabilities Act statement.
- C. Jobs offices display both the English and Spanish Americans with Disabilities Act Notice posters (POX-248) with Jobs Americans with Disabilities Act representatives listed as contact persons.
- D. Each Jobs office must have a Jobs Americans with Disabilities Act representative. When the Americans with Disabilities Act representative is unknown, the Jobs case manager must call the Jobs Central Office Americans with Disabilities Act coordinator.

## **.03 Sexual Harassment**

Sexual harassment is defined in the DES Internal Instructions Manual (DES 1-01-09) as: unsolicited and unwelcome sexual advances, requests for sexual favors, and other explicit or implicit verbal or physical contact of a sexual nature.

- A. The Jobs staff manager must interact in a dignified, professional, and respectful manner with all employees, participants, providers, volunteers, and any other persons with whom they may come in contact in the work environment. DES does not tolerate sexual harassment, whether verbal, physical, visual, overt, or implied, in the work place, or in work-related activities inside or outside the work place. Substantiated allegations of sexual harassment may result in disciplinary action, up to and including dismissal from state service.

- B. Further specific and detailed information regarding DES sexual harassment policies, what constitutes sexual harassment, and procedures for addressing this issue and handling any complaints regarding sexual harassment are contained in the DES Internal Instructions Manual, DES 1-01-09.
  - 1. Prior to initiating the complaint process all attempts must be made to resolve the problem within the DERS.
  - 2. When an individual requests to file a complaint with the DES Office of Equal Opportunity, see [Discrimination Complaint Procedures](#).

#### **.04 Discrimination Complaint Procedures**

The DES Office of Equal Opportunity in the office of the Deputy Director of Operations, in conjunction with the Division of Employment and Rehabilitation Services (DERS), process all charges of discrimination for the DES. The DES Director has the ultimate responsibility for the equal opportunity decision. All individuals who claim discrimination are encouraged to seek a resolution through the DERS as a first alternative. When resolution is not reached, the individual does not forfeit their right to seek assistance through another office, such as the DES Office of Equal Opportunity.

- A. Individuals who believe they have been subject to discrimination by DES may file a complaint with the [DES Office of Equal Opportunity](#).
- B. The Office of Equal Opportunity handles discrimination complaints, Americans with Disabilities complaints, and sexual harassment complaints against DES by employees and clients.
  - 1. Complaints must be filed with the Office of Equal Opportunity immediately or no later than 180 calendar days after the alleged discriminatory incident.
  - 2. The DES Office of Equal Opportunity investigates, responds for the Department, and resolves, when possible, discrimination complaints filed with the Office of Equal Opportunity.
- C. The Jobs case manager must furnish complainants the following DES forms and information when an individual chooses to file a complaint.
  - 1. *Discrimination Complaint Process* (J-098) which explains the DES complaint system.
  - 2. *Discrimination Complaint* (J-020) and the requirement that complaints and all allegations filed with the DES Office of Equal Opportunity must be filed in writing. Complaints not completed on the *Discrimination Complaint* may also be made in writing and should include the information as specified on the *Discrimination Complaint* to facilitate the investigation.

- D. Complaints may also be filed with the following agencies:
  - 1. [Equal Employment Opportunity Commission](#)
  - 2. [Directorate of Civil Rights](#)
  - 3. [Department of Health and Human Services](#)
- E. When the complainant is a Jobs participant, the Jobs case manager must document the following in the case *Progress Notes*:
  - 1. That the *Discrimination Complaint* (J-020) and the *Discrimination Complaint Process* (J-098) have been given to the participant.
  - 2. The circumstances and facts involved in the participant's request to file a discrimination complaint.
- F. When the complainant is a Jobs participant or provider, the following apply:
  - 1. The Jobs case manager must advise the Jobs supervisor of the circumstances and facts surrounding the request to file a discrimination complaint.
  - 2. The supervisor advises the RPM or designee.
  - 3. The RPM or designee advises the Central Office Jobs Personnel Liaison.

#### **.05 Employer Complaints**

For employer related complaints, the Jobs case manager may advise complainants that the DES Employment Security Section (ESA) has an employer complaint process. Persons may contact a local ESA office for specific information on agencies where complaints may be filed against private sector employers.

#### **.06 DES Internal Instructions Manual Information**

More detailed information on DES discrimination policies, sexual harassment, the complaint process, and the Office of Equal Opportunity may be found in the DES Internal Instructions Manual at DES 1-01-07 -- 1-01-09.

**913 GRIEVANCES**

The placement of Jobs participants with private or public sector employers, except for unsubsidized employment, cannot cause the displacement of those employers' regular employees. The grievance procedure is used to resolve displacement complaints.

**.01 Displacement**

Upon request, the Jobs Program must make available to all regular employees of those employers participating in Jobs work experience programs information regarding their rights concerning displacement. This information includes the right to file a grievance, the procedures for doing so, and the availability of assistance in filing.

The Jobs Program must provide those regular employees with the assurance that Jobs Program work experience program assignments will not result in any of the following:

- A. Displacement of any currently employed worker or position, including partial displacements, such as, the reduction in hours of non-overtime work, wages, or employment benefits.
- B. Impairment of existing contracts for services or collective bargaining agreements.
- C. Employment or assignment of a Jobs participant or filling of a position when any person is on layoff from the same or substantially equivalent job with the same employer, or when an employer has terminated any regular employee or otherwise reduced its workforce with the effect of filling the vacancy created by hiring a Jobs participant whose wages are subsidized under a Jobs Program.
- D. Infringement on promotional opportunities of any currently employed individual.

**.02 Procedures for Filing and Receiving Complaints**

Regular employees who wish to file a complaint may initiate the grievance process by filing their complaint with the Jobs local office supervisor. Complaints may be made either verbally or in writing.

- A. Upon receiving the complaint, the local office supervisor takes the following actions:
  - 1. Complete the *Regular Employee Grievance Report* (JA-047).
  - 2. Contact the involved participant's Jobs local office supervisor within one workday and relay the complaint information.
  - 3. Mail copies of the *Regular Employee Grievance Report* to the Jobs local office supervisor, the RPM, the complainant and the employer contact.

- B. The Jobs local office supervisor also completes the following:
1. Schedules an informal resolution meeting between himself or herself and the complainant, to be conducted within 15 calendar days from the date of the complaint.
  2. Keys the complainant the *Notice of Issue Resolution Appointment* (JA-039 English or JA-039-S Spanish) indicating the date, time and location of the informal resolution meeting and provides the complainant with instructions for rescheduling the meeting, if required.
  3. Mails copies of the *Notice of Issue Resolution Appointment* to the RPM and the employer contact.

### **.03 Informal Resolution**

All regular employees who file grievances are provided the opportunity to informally resolve their complaints at the local and regional levels. An informal resolution meeting must be conducted between the complainant and the Jobs local office supervisor within 15 calendar days from the date of the complaint. The Jobs local office supervisor arranges the meeting.

- A. The informal resolution meeting provides the regular employee with the chance to express their complaint. The supervisor also ensures that the following information is provided to the complainant:
1. The right to file a grievance.
  2. The right to request a hearing with the State when the complaint cannot be resolved informally.
  3. The procedure for elevating the complaint to the State level.
  4. The provision of assistance in elevating the complaint to the State level, to include all required forms.
- B. When the complaint cannot be resolved informally at the local level, the supervisor must notify their RPM and must schedule a subsequent informal resolution meeting between the complainant and the RPM to be conducted within 15 days from the date of the first meeting. The supervisor must send a *Notice of Issue Resolution Appointment* (JA-039 English or JA-039-S Spanish) to the complainant indicating the date, time, and location of the second meeting with the RPM, and provide copies to the RPM.
- C. The RPM attempts to resolve the complaint at the second meeting and will also ensure that the information provided by the local office supervisor indicated above is provided a second time.

- D. When the complaint is resolved at the regional level, the RPM logs the resolution on the *Regular Employee Grievance Report* (JA-047).
- E. When the complaint cannot be resolved at the regional level, the RPM notifies the Program Administrator.

#### **.04 State-Level Hearings**

When a grievance cannot be resolved informally, the complainant may request a State-level hearing. The complainant must request a hearing within 20 days from the date of the second informal resolution meeting with the RPM; however, the request may be made anytime during the informal resolution process.

- A. The ADES Office of Appeals conducts the hearing and is responsible for scheduling all hearings. Hearings must be scheduled not less than 20 or more than 45 days from the date that the request is filed. To allow adequate preparation, at least 20 days of advance notice must be provided; however, the complainant may request less than 20 days notice in order to expedite the hearing. Upon receiving a hearing request, the Office of Appeals sends advance notice to the complainant and to the local office supervisor. The notice must include all of the following information:
  - 1. Date, time and place of the hearing.
  - 2. Name of the hearing officer.
  - 3. Complainant's right to legal counsel or to have the case presented by any person that he or she chooses.
  - 4. Name, address and telephone number of the person to notify if the complainant or representative is unable to attend the hearing;
  - 5. Information that the hearing request will be dismissed if the complainant or their representative fails to appear for the hearing without good cause.
  - 6. An explanation of hearing procedures.
  - 7. Notification that the complainant or their representative may request copies of pertinent, non-confidential State documents that are needed in preparing for the hearing.
- B. A request for a hearing must be made in writing and must include the reason for the request, the date of the request, and the complainant's, or their representative's, signature. When the reason for the request is unclear, the Jobs Program or the Office of Appeals may ask the complainant for further information; however, this must not infringe upon an individual's right to request a hearing.

- C. The supervisor, or designee, must forward hearing requests that are sent or delivered to the Jobs local or central office, within two workdays to the Office of Appeals. At the complainant's request, the supervisor, or designee, must also provide the complainant with assistance in preparing the hearing request. Assistance includes the following:
  - 1. The provision of the complainant's right to grieve and the procedures for doing so, including contact names, addresses, telephone numbers, and process time frames.
  - 2. Referral to legal services that may be available within the community.
- D. A complainant who wishes to withdraw a request for a hearing must do so in writing, either in the resolution section of the *Regular Employee Grievance Report* (JA-047), or in a letter to the Jobs Program. The State must not cancel a hearing on its own initiative unless the hearing request was made after the specified time periods.

#### **.05 Appeals**

All hearing decisions may be appealed within 20 days from the date of the receipt of the State's written decision.

- A. Complainants must send their appeals to the [Office of Administrative Law Judges](#). Copies must be sent to the [Assistant Secretary for Employment & Training](#) and the [Assistant Secretary for Family Support](#).
- B. Appeals must include the following information:
  - 1. The full name, address and telephone number of the complainant.
  - 2. Provisions of the Social Security Act or regulations believed to have been violated.
  - 3. A copy of the original complaint filed with the State.
  - 4. A copy of the State's finding and decision regarding the complaint.
- C. The Office of Administrative Law Judges will request from the State the entire administrative record regarding the complaint being appealed. The State must also send copies of this record to the [Assistant Secretary for Employment and Training](#) and the [Assistant Secretary for Family Support](#).
- D. The Assistant Secretary for Employment and Training, upon receipt of a copy of the appeal and a copy of the State's administrative record, investigates and, when appropriate, files a brief or a report with the Office of Administrative Law Judges.



- E. The decision of the Office of Administrative Law Judges is the final decision of the Secretary of Labor. It will be transmitted to the complainant, the State agency, and the Assistant Secretary for Family Support, Department of Health and Human Services, for appropriate action.

## 914 ISSUE RESOLUTION

Issue resolution is a process initiated by Jobs Program participants or the Jobs case manager to resolve disagreements or misunderstandings. Sanctions or TANF cash assistance withholding must not occur solely as a consequence of a participant's request for issue resolution. Jobs Program participants must continue participating in scheduled activities during the issue resolution period.

### .01 Resolution Issues

The following issues may require resolution:

- A. The *Employment Plan*.
- B. Assignments.
- C. Alleged discrimination or inequitable treatment.
- D. Alleged inappropriate treatment by the Jobs case manager or a provider.
- E. Irregular participation, but not a sanctionable or withholding issue.

### .02 Issue Resolution Process

- A. The issue resolution process begins on the date of the written or verbal request.
  - 1. The participant initiates issue resolution in the form of a verbal or written request.
  - 2. The Jobs case manager initiates issue resolution in the form of a written request using the *Notice of Issue Resolution Appointment* (JA-039 English or JA-039-S Spanish).
- B. The Jobs case manager sends the *Notice of Issue Resolution Appointment* within two workdays of the date that the participant initiates issue resolution.
- C. The *Notice of Issue Resolution Appointment* must include all of the following:
  - 1. The scheduled date and place for an issue resolution conference. The appointment must be within seven calendar days of the date of the notice.

2. The nature of the disagreement.
  3. The conditions of continued participation.
- D. When the Jobs case manager initiated the issue resolution and the participant fails to report for the scheduled appointment, the Jobs case manager will complete the following:
1. Follow procedures outlined in [Sanctioning](#) and [Withholding](#) to determine whether the participant has good cause.
  2. Rescheduled the appointment immediately when the participant provides proof of good cause.
- E. When the Jobs participant initiates the issue resolution process and fails to report for the scheduled appointment, the Jobs case manager will disregard the request. If, however, the Jobs case manager feels the issues still need to be addressed, the Jobs case manager will initiate issue resolution by sending another *Notice of Issue Resolution Appointment* (JA-039 or JA-039-S).
- F. During the issue resolution appointment, the Jobs case manager must discuss the following with the participant:
1. The information on the *Notice of Issue Resolution Appointment*.
  2. The participant's rights and responsibilities under the program.
    - a. Review the *Rights and Responsibilities* (JA-002 English or JA-002-S Spanish).
    - b. Review legal rights if discrimination is alleged.
  3. The consequences of failure to participate (sanction/withholding of TANF cash assistance).
- G. When, during the issue resolution period, an agreement is reached; the Jobs case manager and the participant sign the *Notice of Issue Resolution Appointment* outlining the resolution.
- H. When the issue resolution process does not result in an agreement between the Jobs case manager and the participant, it must be elevated within two workdays to the next level in the chain of command - the supervisor and then the RPM. The supervisor or the RPM will send a *Notice of Issue Resolution Appointment* within two workdays of the request to initiate the process at their level.

1. When the participant still does not feel the issues have been resolved, do not continue issue resolution. Take no further action.
  2. When the participant fails to participate, sanctions or withholdings are imposed. (See [Sanctioning](#) and [Withholding](#))
- I. A maximum of 45 days is allowed to resolve issues between the agency and the participant.
1. The Jobs case manager must make all efforts to resolve the issue in the shortest time possible.
  2. The Jobs case manager must provide resources for removal of barriers to participation.
- J. The Jobs case manager or the participant may terminate the issue resolution process within 45 days when it is apparent that the issue cannot be resolved with this process.
1. The Jobs case manager must inform the participant of the right to terminate the issue resolution effort.
  2. When the participant initiates the issue resolution process and requests that it be terminated, the Jobs case manager must request a written statement to that effect. The Jobs case manager assists when needed.

**CASE RECORD FORMAT**

**File Folder**

Case records must be stored in **six**-part file folders.

Use **two**-part file folders only for the following cases:

- Closed cases
- Historical case records
- Temporary case records established while waiting for the delivery of the original files of transferred cases.

**Label** (Outside Label)

All case records must be labeled with self-sticking 1" x 3" labels. Use light blue labels for TPEP and white labels for all other cases. Record the following information on the labels:

- Top Line: Last Name, First, MI ; Jobs ID Number
- Middle Line: Begin Date; End Date
- Bottom Line: SSN; AZTECS Case Number

**Tab Section Labels**

Each section of the participant six-part file folder must be labeled in white.

- Section 1.0 – Intake/Assessment/Employment Plan
- Section 2.0 – Progress Notes
- Section 3.0 – Participant Profile
- Section 4.0 – Referrals/Correspondence/Miscellaneous
- Section 5.0 – Payments
- Section 6.0 - Participation

**CASE RECORD FORMAT (cont)**

**Section One – Intake/Assessment/Employment Plan**

Arrange the following documentation in the order listed, from top-to-bottom. Each document will be filed chronologically by date, with the most recent documents on top:

- *Employment* (NIS150) screen
- **Employment Plan** (EP) - automated or hardcopy
- Unpaid Work Experience forms and agreements
- Disclaimers
- Test results (Gates-MacGinitie, TABE, VE, ASSET, etc.)

**Section Two - Progress Notes**

Arrange case *Progress Notes* chronologically by date, with the most recent entries on top. Document legibly in black or blue ink.

**Section Three – Participant Profile**

Arrange the following documentation chronologically by date, with the most recent documents on top:

- *Client Registration Update* (NIS320) screen – if applicable
- *Client Registration Add* (NIS020) screen
- *Case Management Screening Guide* (JOB-1091A English or JOB-1091S Spanish)
- *Case Management Screening Guide Scoring Form* (JOB-1090A)
- *Jobs Rights and Responsibilities* (JA-002 English or JA-002-S Spanish)
- *Child Care Assistance Rights and Responsibilities* (CC-001-Page 2)
- *Release of Information* (JA-037)
- *Request for Medical Information* (JA-048)
- AZTECS CAP1, CAP2 screens

**CASE RECORD FORMAT (cont)**

**Section Four – Referrals/Correspondence/Miscellaneous**

Arrange the following documentation chronologically by date, with the most recent documents on top:

- *Jobs Appointment Notice* (JB-151 English or SP-151 Spanish)
- *Jobs Welcome Meeting Notice* (JB-101 English or SP-101 Spanish)
- *Referral to Jobs Provider* (JA-006 English or JA-006-S Spanish)
- *Child Care Referral* (NIS090) screen (optional)
- *Good Cause Has Been Established* (JB-104 English or SP-104 Spanish)
- *Good Cause Has Not Been Established* (JB-204 English or SP-204 Spanish)
- *General Correspondence* (JB-100)
- *Request for Good Cause Information* (JB-188 English or SP-188 Spanish)
- *Notice of Change* (JA-038 English or JS-038-S Spanish)
- *Notice of Issue Resolution Appointment* (JA-039 English or JA-039-S Spanish)
- *Jobs Welcome Meeting Reschedule Notice* (JB-190 English or SP-190 Spanish)
- *Referral to Jobs Program Services or Community Resources*  
(JB-201 English or SP-201 Spanish)
- *Confirmation of Intent to Cooperate with the Jobs Program*  
(JB-187 English or SP-187 Spanish)
- *Letter of Intent to Cooperate with the Jobs Program* (JOB-1086A)
- AZTECS notices (such as Notices of Adverse Action (NOAA))
- Miscellaneous (such as correspondence, doctor's statements, telephone messages, letters. Etc.)

**CASE RECORD FORMAT (cont)**

**Section Five – Payments**

Arrange the following documentation chronologically by date with the most recent document on top:

- *Expense Voucher and Requisition* (JA-014)
- OTR documentation
- Short Term Crisis Services (STCS forms and applications)

**Section Six – Participation**

Arrange the following documentation chronologically by date with the most recent document on top:

- *Weekly Time and TRE Report* (JA-012 English or JA-012-S Spanish)
- *Employer Contract Record* (JA-018 English or JA-018-S Spanish)
- *Job Search Plan* (JA-081 English or JA-081-S Spanish)
- *Participant Progress Report* (JA-017 English or JA-017-S Spanish)

**PROBLEM SOLVING TECHNIQUES**

1.    State the Problem

- A.    Identify the most basic statement of the problem.
- B.    What is the likely outcome if no action is taken to resolve the problem?
- C.    How soon must a decision be made?

2.    Research Information

- A.    Gather reliable information about the problem.
- B.    Do you know others who have dealt with this problem? What were their solutions and did they work?

3.    Identify Possible Solutions

- A.    Look at as many ideas as you can find.
- B.    Are there both short-range and long-range solutions?
- C.    List the pros and cons of each choice, including your feelings about each one.

4.    Select the **Best** Solution

- A.    What is the simplest solution?
- B.    Do you have all the needed resources to implement your solution?
- C.    What could go wrong and do you have a back-up plan?
- D.    What steps are needed to implement the decision?
- E.    How will you be able to tell if the solution worked?

5.    Market Your Solution

- A.    Will you need the assistance of family or friends to implement the solution?
- B.    Will you need to convince others to accept your plan?

6.    Implement Solution and Follow-Up

- A.    What are the immediate reactions/results?
- B.    Are there unforeseen problems?
- C.    Does the solution need revisions?
- D.    Did this solve the problem?



**STANDARDS OF CONDUCT**

State Service employees are required to follow certain standards of conduct (DOA Personnel Rule R2-5-501), must abide by conflict of interest rules and statutes, and are prohibited from engaging in certain political activities. Various rules, statutes, and policies relate to these areas. All employees are responsible for familiarizing themselves with and abiding by the applicable rules, statutes and policies. (General Employee Information, DES 1-26-02)

- A.    General: In addition to statutorily prohibited conduct, a violation of the standards of conduct listed in Subsections B., C., and D. below, is cause for discipline or dismissal of a State employee.
- B.    Required Conduct: State Service employees shall:
1.    Maintain high standards of honesty, integrity, and impartiality, free from any personal considerations, favoritism, or partisan demands;
  2.    Be courteous, considerate, and prompt in dealing with and serving the public;
  3.    Conduct themselves in a manner that will not bring discredit or embarrassment to the State; and
  4.    Comply with State Laws and Rules.
- C.    Prohibited Conduct: State Service employees shall not:
1.    Use their official position for personal gain, or attempt to use, or use, confidential information for personal advantage;
  2.    Permit them to be placed under any kind of personal obligation that could lead any person to expect official favors;
  3.    Perform any act in a private capacity that may be construed to be an official act;
  4.    Accept or solicit, directly or indirectly, anything of economic value as a gift, gratuity, favor, entertainment, or loan that is, or may appear to be, designed to influence the employee's official conduct. This provision does not prohibit acceptance of an employee of food, refreshments, or unsolicited advertising or promotional material of nominal value;
  5.    Directly or indirectly use or allow the use of State property of any kind, including property leased to the State, for other than official activities;
  6.    Engage in outside employment or other activity which is not compatible with the full and proper discharge of the duties and responsibilities of State employment, or which tends to impair the employee's capacity to perform the duties and responsibilities in an acceptable manner; and
  7.    Inhibit a State employee from joining or refraining from joining an employee organization.
- D.    Employee Rights: An employee shall not take any disciplinary or punitive action against another employee which impedes or interferes with that employee's exercise of any right granted under the law or these rules. Any employee or agency representative who is found to have acted in reprisal toward an employee as a result of the exercise of the employee's rights is subject to discipline, as defined in R2-5-801. Such discipline is to be administered in accordance with state and federal laws affecting employee rights and benefits.

**CASE RECORD PURGING**

The Jobs Program retains individual closed case records for one-year following the month of closure unless there is an overpayment in the case. Records are purged and routed to the Records Center for storage after the case has been closed for one year.

- A. Case records containing unpaid overpayments and/or potential overpayment reports are kept in the local office and **MUST NOT** be sent to the Records Center until either:
  - 1. The overpayment is paid in full;
  - 2. The overpayment is overturned on appeal; or
  - 3. Repayment has been suspended.
- B. Prior to purging case records; prepare boxes by labeling them **Purging** and list by quarters.
  - 1. Purge by quarter, any case record that has been inactive for at least one year. The year begins the last month immediately proceeding the quarter in which the purge is occurring.
  - 2. Quarters are defined as:
    - a. January 1 - March 31.
    - b. April 1 - June 30.
    - c. July 1 - September 30.
    - d. October 1 - December 31.
  - 3. If purging case records in the middle of a quarter, start from the end of the previous quarter and go back one year.

Example: If purging occurs in May, start from the end of March and go back one year.
- C. Purging Case Records
  - 1. Pull all inactive case records that have been identified as being ready to purge.
  - 2. Ensure the Jobs ID number and Name on the case record is correct.
  - 3. Ensure the case does not have an overpayment due.
  - 4. Place case records (including historical volumes) to be purged in boxes for the quarter in which the inactive date falls. For instance, if the Jobs case was closed in February, it would go in the January through March box. Do not pack boxes too full and keep cases in alphabetical order.
  - 5. The only acceptable boxes for storing records at the DES Records Center are Recycled Two-Way Archive Storage Files #725 which can be ordered from Officemax.
- D. After all case records have been checked and placed in boxes:
  - 1. Pull each set of boxes (Example, April - June) one quarter at a time.
  - 2. Clearly mark the boxes with the site code, address, and alpha system in the box.

**CASE RECORD PURGING (cont)**

3. Complete a set of J-239s (6), in accordance with instruction on the reverse side, for each box, and have it signed by an on-site supervisor.
  - a. Place 1 copy inside of the box, on top of the case records.
  - b. Keep the original and 4 other copies together until all case records and J-239's are typed.
4. Call the Records Management Division for pick-up of files;
5. Boxes that the Record Center picks up are not required to have the box lids taped. Boxes that Supply picks up are required to have the box lids taped; and
6. Records will be retained for two additional years at the Record Center.

**E. Sending Forms.**

When all of the above is completed:

1. Attach the original and 3 copies of the J-239s by set and send to Site Code 813Z.
2. Put a copy of the J-239 and J-239-C together by set (in order by box number) and keep on file.

**F. Retrieving Stored Case Records**

When it is necessary to retrieve a file from storage:

1. The Records Center will only release Jobs Program records to employees of the Jobs Program.
2. For staff in Maricopa County:
  - a. Complete four copies of the *Records Reference Request* (J-240). Route three copies to site code 813-Z and retain one copy in your files.
  - b. Emergency requests can be made over the telephone by calling (623) 907-2265. The requester must pick up all emergency requests.
3. For staff outside of Maricopa County, requests will be made by telephone to (623) 907-2265. Records will be sent out within 24 hours of the request.
4. The Records Center will send the requested material with a copy of the J-240 form attached. This copy will be used when the material is again returned to the Records Center.

**ARIZONA JOBS PROGRAM****PROGRAM INSTRUCTIONS: DES 2-10.1000****SUBJECT: SPECIALIZED PROGRAMS****1000 SPECIALIZED PROGRAMS**

This section covers policy and procedures for providers and programs that furnish services to Jobs Program participants. Services may include: assessing work history, skills, educational level and aptitudes; developing individual *Employment Plans*; assigning work activities; and referring individuals for Jobs Program Services or community resources. Unless otherwise indicated, all established Jobs policy and procedures apply to all families.

**1001 JOBSTART**

JOBSTART is Arizona's subsidized work activity in public and private sectors. All Jobs Program policies and procedures apply to JOBSTART participants unless otherwise indicated. Employers may hire recipients of TANF cash assistance and food stamps for subsidized job slots that are full-time and offer a reasonable possibility of unsubsidized employment.

**.01 JOBSTART Eligibility Criteria, Participant Requirements, and Information Session**

Jobs participants must meet specific eligibility criteria and requirements to be placed in JOBSTART subsidized employment. This section describes those criteria and requirements and the information session the Jobs case manager uses to inform participants about JOBSTART.

**A. JOBSTART Eligibility Criteria**

To be considered for placement in JOBSTART activities, Jobs participants must meet the following eligibility criteria.

1. Be receiving both TANF cash assistance and food stamps.
2. Complete the employment preparation workshop and a preliminary job search.
3. Be reasonably expected to benefit from subsidized employment in terms of enhanced employability.
4. Not be in sanction or withholding status at the time of JOBSTART placement. The Jobs case manager must check AZTECS to determine whether the potential JOBSTART participant is in compliance with other TANF cash assistance program requirements.

5. Are not likely to be hired as employees in unsubsidized jobs.
6. Reside in enterprise communities, enterprise zones, and remote areas where wage subsidies may promote job creation.
7. Could benefit from this work activity due to other special needs identified by the Jobs case manager.

B. JOBSTART Participant Requirements

In addition to Jobs Program requirements, JOBSTART participants must meet specific JOBSTART requirements. JOBSTART participants must comply with all of the following:

1. Appear for pre-referral and assessment interviews with the Jobs case manager.
2. Sign the *JOBSTART Rights and Responsibilities* (JA-083 English or JA-083-S Spanish).
3. Submit *Weekly Time and TRE Reports* (JA-012 English or JA-012-S Spanish).
4. Report changes to the Jobs Program that affect JOBSTART participation such as any of the following:
  - a. The need for additional services as provided in [Jobs Program Services](#).
  - b. Accepting or refusing an offer of employment.
  - c. Absence from or termination of employment.
  - d. Changes in the JOBSTART assignment such as changes in job position or job duties as outlined in the *JOBSTART Employment Agreement* (JA-085 English or JA-085-S Spanish).
5. Abide by an employer's regular requirements regarding all of the following:
  - a. Submitting an application for employment.
  - b. Appearing for interviews.
  - c. Providing necessary information for citizenship verification.
  - d. Hours of employment.

- e. Attendance.
- f. Job Performance.
- g. Conduct.
- h. Other similar conditions of employment.

C. JOBSTART Information Session

The Jobs case manager conducts the JOBSTART information session either in a group setting or one-on-one using the following guidelines:

1. The Jobs case manager must focus the session on employment at the earliest possible opportunity. During this meeting, participants are provided the following information and explanations:
  - a. [JOBSTART Participant Requirements](#).
  - b. Participation in subsidized employment is for up to six months in duration, with one possible extension of three months when the JOBSTART placement meets criteria in [Extensions of a JOBSTART Assignment](#).
  - c. The benefits of participation, including the following:
    - (1) Training.
    - (2) Work experience.
    - (3) JOBSTART wages do not count in determining TANF cash assistance and food stamp eligibility.
    - (4) Jobs Program Services.
    - (5) Employment placement assistance.
  - d. The advance Earned Income Tax Credit (EITC). Participants will receive a W2 form from the employer identifying the EITC and taxable wages at the end of the calendar year. The fact that the wages were earned while a JOBSTART participant does not change how the participant reports wages to the IRS.
  - e. The diversion of TANF cash assistance and food stamp benefits to subsidize wages.
  - f. The consequences of failure to comply with all Jobs Program and JOBSTART requirements as described in [JOBSTART Participant Requirements](#). (See [JOBSTART Sanctioning and Withholding](#) and [Sanctioning and Withholding](#))

- g. The fair hearing process for challenging adverse action or failure to receive a supplemental payment.
  - h. The availability of [supplemental payments to participants](#) and how they are obtained.
  - i. The opportunity to renew their food stamps by telephone when contacted by FAA to renew while participating in JOBSTART.
- 2. The Jobs case manager must review with each participant any child support enforcement issues that require resolution prior to placement in JOBSTART.
  - 3. The Jobs case manager must have each participant sign the *JOBSTART Rights & Responsibilities* (JA-083 English or JA-083-S Spanish).

## **.02 JOBSTART Placements**

To place a participant in JOBSTART employment, Jobs case managers must follow procedures indicated in this section for referring the participant to JOBSTART employers and completing the *JOBSTART Employment Agreement* (JA-085 English or JA-085-S Spanish) when the participant is hired.

### **A. Referral to JOBSTART Employers**

Following the JOBSTART information session, Jobs case managers refer participants to one of the designated JOBSTART employers who have agreed to hire a Jobs participant in a subsidized job. The Jobs case manager makes referrals by matching a participant's skills, experience, and employment goal with a JOBSTART employer's requirements.

- 1. Jobs case managers must consider the following criteria in making JOBSTART employment referrals:
  - a. Whether a referral gives a participant additional employment opportunities because of skills learned through JOBSTART employment.
  - b. Whether a referral is likely to result in permanent, unsubsidized, or full-time employment for the participant.
  - c. The length and quality of training the JOBSTART employer provides to the participant.
  - d. Wages, benefits and opportunities for advancement.
  - e. The employer's turnover rate.

- f. The employer's previous participation in JOBSTART. Jobs case managers must not consider an employer for a JOBSTART placement when the employer has shown, without good cause, a pattern of either of the following:
    - (1) Terminating participants before or shortly after completion of training.
    - (2) Not offering unsubsidized employment to participants who have successfully completed training with the employer.
  - g. Other comparable or similar factors.
- 2. In making a JOBSTART referral, Jobs case managers complete the following:
  - a. Schedule the participant for an interview with the prospective employer and notify the participant of the interview date, time, and location.
  - b. Contact the employer to determine their decision regarding the hiring of the participant. The employer makes the decision whether to hire the participant.
- 3. When the participant is hired, the Jobs case manager follows procedures indicated in [JOBSTART Employment Agreement](#) and [Monitoring JOBSTART Participation and Payments to Participants](#).
- 4. When the participant is not hired, the Jobs case manager must determine the reason.
  - a. When the employer did not consider the participant suitable, the Jobs case manager must consider each of the following:
    - (1) The possibility of another JOBSTART employer referral.
    - (2) Other Jobs Program activities meeting the work requirements as described in [Work Activities](#).
  - b. When the participant failed or refused to meet employer requirements, see [JOBSTART Sanctioning and Withholding](#) and [Sanctioning and Withholding](#).



B. JOBSTART Employment Agreement

When the JOBSTART employer hires the participant, the Jobs case manager completes the *JOBSTART Employment Agreement* (JA-085 English or JA-085-S Spanish).

1. The Jobs case manager ensures that at the time a JOBSTART placement is made, the employer has signed and dated the *JOBSTART Employment Agreement* indicating current and continued agreement to comply with the provisions indicated in [JOBSTART Qualifying Criteria](#).
2. The Jobs case manager and the participant must sign and date the *JOBSTART Employment Agreement*.
3. The Jobs case manager keys JOBSTART as **STR** on the *Employment Plan* (NIS060) screen and as **ST** on the *Employment* (NIS150) screen in JAS.

C. Duration of JOBSTART Assignments

JOBSTART placements are six months in duration, although it is expected that participants will become permanent, unsubsidized employees before the end of the period.

1. In some cases, employers may be granted an extension of the subsidized placement for up to three additional months when criteria are met as indicated in [Extensions of a JOBSTART Assignment](#).
2. When a participant is terminated from a JOBSTART assignment prior to the end of the six months for reasons other than sanctioning or withholding issues, the Jobs case manager may consider the feasibility of placing the participant in another JOBSTART assignment.
3. Total participation in JOBSTART, whether with one or more employers, must not exceed nine months.

**.03 Monitoring JOBSTART Participation and Payments to Participants**

On a **weekly** basis, Jobs case managers must monitor JOBSTART activities for participant progress and compliance with Jobs Program and JOBSTART requirements by using the *Weekly Time and TRE Report* (JA-012 English or JA-012-S Spanish), and on a **monthly** basis, using the *JOBSTART Participant Evaluation* (JA-092 English or JA-092-S Spanish). In addition to [General Monitoring Criteria](#), the following specific procedures apply to JOBSTART.

## A. JOBSTART Weekly Time and TRE Report

The Jobs case manager must use the *Weekly Time and TRE Report* to determine compliance with work requirements, eligibility for TRE, eligibility for JOBSTART supplemental cash assistance payments, and employer payments.

1. The Jobs case manager must review the *Weekly Time and TRE Report* to ensure the participant is in compliance with Jobs Program and JOBSTART requirements.
2. The Jobs case manager must review the *Weekly Time and TRE Report* for completeness, ensuring that it includes all of the following participant information:
  - a. Signature.
  - b. Days and hours worked.
  - c. Pay received.
  - d. Employer's signature.
3. TRE must be paid for the duration of the JOBSTART placement.
4. After processing the *Weekly Time and TRE Report* for payment of TRE, the Jobs case manager forwards a copy of the *Weekly Time and TRE Report* to the Jobs Regional Office.
5. The Jobs Regional Office utilizes the *Weekly Time and TRE Report* information to determine the following:
  - a. If the participant is entitled to supplemental payments.
    - (1) Participation reimbursements are paid to a participant when he or she is entitled to a supplemental payment or an advance payment.
    - (2) See [Supplemental Assistance Payments to Participants](#).
  - b. The amount of reimbursement to which the employer is entitled.
    - (1) Employers are reimbursed as indicated in [Payments to JOBSTART Employers](#).
    - (2) Employers are required to sign the *Weekly Time and TRE Report* to be eligible for reimbursement payments.

B. Initial JOBSTART Diversion

The Jobs Regional Office staff key JOBSTART codes in AZTECS to initiate benefit diversion to the wage pool once the participant has received the first paycheck.

C. Supplemental Cash Assistance Payments to JOBSTART Participants

To ensure participants do not incur a net loss of income as a result of participation in JOBSTART, the state provides a wage supplement. Jobs Regional Office staff gather the necessary income information to calculate supplemental benefits. Supplemental benefits are based on the monthly total of each week's *Weekly Time and TRE Report* and employer reports, and are authorized monthly, when applicable, on the *JOBSTART Reimbursement and Supplement Report* (JA-087 English or JA-087-S Spanish).

1. Advance Payments

When the participant's net monthly full-time wages (gross wages less federal, state and FICA taxes) are expected to be less than the level of benefits the participant would have received from TANF cash assistance and food stamps, Jobs Regional Office staff complete the following:

- a. From the employer, determine the amount to be received in net monthly wages.
- b. From AZTECS, determine the cash value of that month's TANF cash assistance and food stamps the participant would have received.
- c. Record both wage and benefit information on the *JOBSTART Reimbursement and Supplement Report*.
- d. Forward the *JOBSTART Reimbursement and Supplement Report* to the Jobs Payment Unit for processing.

2. Supplemental Payments

When a participant receives less net monthly wages in a benefit month than the cash value of the combined TANF cash assistance, food stamps, and advance payments already issued, the participant may be eligible for a supplemental payment.

- a. Supplemental payments are issued only after the first month of JOBSTART employment. The participant receives TANF cash assistance and food stamps for at least the first month of JOBSTART employment.

- b. Beginning the first month after the month the participant receives a check from the employer, the Jobs Regional Office staff complete the following:
    - (1) Total the monthly net earnings (gross wages less federal, state and FICA taxes) of the JOBSTART participant.
    - (2) Compare the total monthly net earnings to that month's combined TANF cash assistance and food stamp amount, as shown in AZTECS, for which the participant was eligible.
  - c. When the combined TANF cash assistance and food stamp amount is greater than the total monthly net earnings for the JOBSTART placement, the Jobs Regional Office designee keys the supplemental payment amount on the *JOBSTART Reimbursement and Supplement Report* and forwards the form to the Jobs Payment Unit.
3. Supplemental Payments for Reduction in Work Hours by the Employer
- When reduced wages are due to a reduction in available work hours by the employer, a supplemental payment must be issued to the participant following procedures indicated in [Supplemental Assistance Payments to Participants](#).
4. Supplemental Payments for Reduction in Work Hours Due to Unexcused Absences
- a. When a participant has unpaid hours of work due to unexcused absences, no supplemental payment is made. The Jobs case manager notifies the participant in writing that he or she is not eligible for a supplemental payment by sending the *Notice of Adverse Action* (NOAA). The notice is accessed through the *Notice Request* (NORE) screen in AZTECS, no later than ten calendar days following the end of the benefit month. The notice advises the participant of the following rights and responsibilities:
    - (1) To provide, within ten calendar days, verification of good cause.
    - (2) To receive a supplemental payment when good cause is established within the ten-day time frame.
    - (3) To provide documentation of good cause to The Jobs Program within ten calendar days from the date of the notice to avoid withholding of the supplemental payment pending the outcome of a fair hearing.

- b. When good cause is established for unexcused absences, the participant must receive a supplemental payment for those hours of unexcused absence from JOBSTART employment no later than ten days after the end of the month in which the participant establishes good cause. Jobs case managers must follow procedures indicated in [Supplemental Assistance Payments to Participants](#).
  - c. JOBSTART participants who wish to appeal the withholding of supplemental payments may request a fair hearing.
- 5. Sanctioning or Withholding Supplemental Payments
  - a. When a JOBSTART participant is sanctioned or their TANF cash assistance is withheld, the participant cannot receive supplemental payments during the sanction period.
  - b. Jobs case managers must follow procedures in [Supplemental Payments for Reduced Work Hours Due to Unexcused Absences](#) when denying supplemental payments to a participant in sanction or withholding status.

D. JOBSTART Participant Evaluation

Jobs case managers use the *JOBSTART Participant Evaluation* (JA-092 English or JA-092-S Spanish) to monitor the participant's progress.

- 1. The *JOBSTART Participant Evaluation* must include all of the following:
  - a. Skills gained as a result of employment.
  - b. Ability to complete assignments correctly and timely.
  - c. General work habits, such as punctuality, attendance and neatness of work area.
  - d. Development of effective and efficient working relationships with people, including supervisors, peers and subordinates.
- 2. Due to time limits of both TANF cash assistance and a JOBSTART assignment, the Jobs case manager must ensure that the participant is making progress in the work skills listed above to move the participant toward unsubsidized employment.

E. Jobs Program Services

JOBSTART participants are eligible for all [Jobs Program Services](#) including ongoing TRE.

**04 JOBSTART Sanctioning and Withholding**

In addition to Jobs Program sanctioning and withholding policy, JOBSTART participants are also subject to sanctioning and withholding issues and procedures specific to JOBSTART.

**A. Sanctionable JOBSTART Issues**

JOBSTART participants are subject to sanctions or withholding TANF cash assistance in the following situations:

1. As indicated in [Sanctioning and Withholding](#).
2. For non-compliance with JOBSTART requirements as indicated in [JOBSTART Participant Requirements](#).

**B. Sanctioning or Withholding JOBSTART Participant Supplemental Payments**

No supplemental payments are made to a JOBSTART participant during the sanction period. The Jobs case manager must follow procedures indicated in [Supplemental Cash Assistance Payments to Participants](#) to withhold supplemental payments to a participant who has been sanctioned or whose TANF cash assistance has been withheld.

**C. Failure to Meet Minimum JOBSTART Work Requirements**

In addition to following procedures in this section and in [Sanctioning and Withholding](#), when a JOBSTART participant fails to meet the minimum work requirements for the month without good cause, the Jobs case manager must remove the participant from the JOBSTART placement.

**.05 JOBSTART Employer Participation**

Employers who participate in JOBSTART must meet specific criteria and requirements. This section describes those criteria and requirements as well as policy and procedures regarding payments to employers and handling requests for extensions of JOBSTART placements.

**A. JOBSTART Employer Qualifying Criteria**

No employer is required to participate in JOBSTART. Employers who express an interest in JOBSTART, and who meet and continue to meet qualifying criteria, may request a JOBSTART placement. To be eligible to participate in JOBSTART, employers must comply with all of the following:

1. Provide full-time jobs that have a reasonable possibility of becoming full-time unsubsidized positions for qualified applicants. The definition of full-time may vary with industry standards but will usually fall between 35 and 40 hours per week.

2. Sign and date a *JOBSTART Employment Agreement* (JA-085 English or JA-085-S Spanish) for each placement, outlining the specific job offered and agreeing to abide by all JOBSTART requirements.
3. Employ JOBSTART participants for no more than 40 hours of subsidized employment per week with the understanding that the state does not subsidize overtime pay.
4. Pay participants wages that are substantially like the wages paid for similar jobs provided by the employer, with appropriate adjustments for experience and training, but at least the federal minimum wage.
5. Certify by signing the *OJT/JOBSTART Employer Certification* (JA-084 English or JA-084-S Spanish) that they are not currently debarred as described in [JOBSTART Employer Certification](#).
6. Ensure health, safety and working conditions at or above industry standards.
7. Provide on-the-job training to the degree necessary for participants to perform the job duties of the positions.
8. Provide assistance regarding requests for monthly Earned Income Tax Credit (EITC) payments.
9. Provide Worker's Compensation coverage.
10. Provide the same health care coverage, sick leave, holiday and vacation pay, and other benefits that are provided under the employer's rules for new employees, unless otherwise required by state or federal law.
11. Allow participants time off (without compensation) when requested to appear for Division of Child Support Enforcement (DCSE) proceedings.
12. Not displace any currently employed regular part-time, full-time, or laid-off regular employee or position (including partial displacement such as a reduction in the hours of non-overtime work, wages, or employment benefits); replace persons who have been terminated by the employer due to a reduction in work force; fill previously announced positions; or infringe upon promotional opportunities of any employee.
13. Do nothing to impair existing contracts or collective bargaining agreements.

14. Avoid conflicts of interest and the appearance of impropriety or favoritism in hiring practices, such as preferential hiring of friends, relatives or business associates.
15. Allow DES representatives to visit the premises, observe conditions and activities, and interview the JOBSTART employee at a mutually agreed upon date and time.
16. Submit to the Jobs Program, by the tenth of each month following the month of work, the monthly *Participant Progress Report* (JA-017 English or JA-017-S Spanish).
17. Verify and sign the *Weekly Time and TRE Report* for each participant, including all of the following information:
  - a. Gross wages (wages before payroll deductions).
  - b. Net earnings (wages after payroll deductions).
  - c. Number of paid hours of work, including paid hours of leave.
  - d. Hours for which the participant was not paid because the employer reduced available work hours.
  - e. Hours for which the participant was not paid because the participant had an unexcused absence.
18. Repay any employer reimbursements the employer receives after the date of any violation of a JOBSTART requirement.

B. JOBSTART Employer Certification

1. To participate in JOBSTART, an employer must sign the *OJT/JOBSTART Employer Certification* (JA-084 English or JA-084-S Spanish) certifying that they do not presently meet any of the following:
  - a. Debarred.
  - b. Suspended.
  - c. Proposed for debarment.
  - d. Declared ineligible.
  - e. Voluntarily excluded from covered transactions by a federal department or agency, the State of Arizona, or any other state.



2. Employers must also certify on the *OJT/JOBSTART Employer Certification* that they have not been convicted of or have a civil judgment against them for any of the following:
  - a. Fraud.
  - b. Antitrust.
  - c. Embezzlement.
  - d. Theft.
  - e. Forgery.
  - f. Bribery.
  - g. Falsification or destruction of records.
  - h. Making false statements.
  - i. Receiving stolen property.

C. Maintaining Eligibility as a JOBSTART Employer

Employers must maintain eligibility for covered transactions as indicated in [JOBSTART Employer Certification](#), and meet the qualifying criteria indicated in [JOBSTART Qualifying Criteria](#).

D. Payments to JOBSTART Employers

Employers who employ a JOBSTART participant will receive a wage subsidy for a period of up to six months. (See [Extensions of JOBSTART Assignments](#)) The wage subsidy to the employer is based on information on the *Weekly Time and TRE Report* (JA-012 or JA-012-S) and is computed using the *JOBSTART Reimbursement and Supplement Report* (JA-087 English or JA-087-S Spanish).

1. Employer reimbursements will be the lesser of the following:
  - a. \$400.
  - b. An amount equal to the gross wages paid to the participant for the month of subsidized employment.
2. The *Weekly Time and TRE Reports* must be signed by both the participant and the employer and serve as an invoice for the employer. No subsidies are paid to employers who have not signed the report.

3. Jobs case managers must follow procedures indicated at [JOBSTART Weekly Time and TRE Report](#) and forward the *Weekly Time and TRE Reports* to the Jobs Regional Office.
4. When the *Weekly Time and TRE Reports* are received, the Jobs Regional Office completes the following:
  - a. Records wage information on the *JOBSTART Reimbursement and Supplement Report* from the *Weekly Time and TRE Reports* to calculate the employer's wage subsidy amount.
  - b. Forwards the *JOBSTART Reimbursement and Supplement Report* by the tenth of each month to the Jobs Payment Unit.
5. The Payment Unit processes employer reimbursements no later than the 25th calendar day of the same calendar month in which the employer's report is timely received.
6. The Jobs Program withholds payment of a wage subsidy to an employer who has been terminated and debarred from JOBSTART participation. (See JOBSTART [Employer Violations, Termination, and Debarment, & Good Cause](#))
7. An employer who disagrees with the amount of a wage subsidy may file a grievance as provided in [JOBSTART Employer Grievances](#).

E. Extensions of a JOBSTART Assignment

The Jobs Program may grant an extension of a JOBSTART placement beyond six months when requested by the employer and the placement meets the criteria in this section.

1. JOBSTART extensions are considered when both of the following apply:
  - a. In areas where the unemployment rate exceeds the state average. (Information regarding Arizona unemployment rates may be obtained from reports published by the DES Research Administration)
  - b. The extension increases the likelihood of ongoing unsubsidized employment for the participant.
2. A JOBSTART employer may request an extension for up to a maximum of three months after the six-month limit is reached. The request must be made in writing to the Jobs Regional Program Manager (RPM) or designee and must include all of the following information:

- a. Name of the participant for whom the extension is requested.
  - b. Position for which an extension is requested.
  - c. Additional experience or training needed to achieve competency for the position.
  - d. The employer's expectation for hiring the individual following the extension.
  - e. The length of time proposed for the extension (three months is the limit).
  - f. Other similar or comparable factors indicating an extension is necessary.
3. The Jobs RPM or designee determines whether the employee is eligible for an extension based on the following criteria:
  - a. The unemployment rate for the area of the state in which the JOBSTART employer is located.
  - b. Information in the employer's statement.
  - c. Length of the extension request.
  - d. The need for the participant to receive training required to meet industry standards.
  - e. Lack of other suitable positions for the participant with other employers.
4. The RPM or designee notifies the employer in writing of approval or disapproval of an extension request.

#### **.06 JOBSTART Employer Violations, Termination, Debarment, & Good Cause**

Employers who violate JOBSTART rules and/or fail to meet JOBSTART requirements without good cause are subject to termination and debarment from JOBSTART participation. Following the date of the violation, a JOBSTART employer cannot receive further wage subsidies and must repay wage subsidies received after the date of the violation.

##### **A. JOBSTART Employer Violations**

1. Actions constituting violations of JOBSTART rules include employers who meet any of the following:
  - a. No longer meet the requirements indicated in [JOBSTART Employer Qualifying Criteria](#).

- b. Whose certification as indicated in [JOBSTART Employer Certification](#), is or has become untrue.
  - c. Have, without good cause, shown a pattern of either of the following:
    - (1) Terminating JOBSTART placements before completion of training.
    - (2) Not offering unsubsidized employment to participants who have successfully completed training with the employer.
- 2. Jobs case managers must consider each occurrence in [JOBSTART Employer Violations](#) in establishing a pattern. Consider the employer's actions to constitute a pattern when the total occurrences exceed the greater of the following figures, unless the employer can establish good cause:
  - a. Two occurrences.
  - b. Twenty percent of the total number of participants placed with the employer.
- 3. When the JOBSTART employer's actions constitute a pattern, the Jobs case manager must notify the employer in writing by sending a letter containing all of the following information:
  - a. The violation and date.
  - b. The right to provide, within ten calendar days, verification of good cause.
  - c. That the employer will be terminated and debarred from JOBSTART participation if good cause is not established within the ten day time frame.
- 4. When the employer claims good cause, the employer must provide verification of good cause to the Jobs Program within ten calendar days. The Jobs case manager will consider good cause as indicated in [Employer Violation Good Cause](#).
- 5. When the Jobs case manager determines that the employer did not have good cause for a violation, the Jobs Regional Program Manager (RPM) must be notified and follow procedures in [JOBSTART Employer Termination and Debarment](#).

B. JOBSTART Employer Good Cause

Employers who have a pattern of either terminating JOBSTART placements before completion of training, or of not offering unsubsidized employment to participants, must be debarred from further participation in JOBSTART unless good cause is established within time frames indicated in [JOBSTART Employer Violations](#).

1. Both of the following reasons are required to constitute good cause:
  - a. The participant failed to meet the employer's regular requirements as indicated at [JOBSTART Participant Requirements](#).
  - b. Attempts to resolve the situation were unsuccessful due to circumstances outside the employer's control.
2. Verification of good cause may include, but are not limited to, the following:
  - a. *JOBSTART Participant Evaluations* (JA-092 English or JA-092-S Spanish) and/or the employer's written employee progress reports.
  - b. Employer statements or other documentation of ongoing efforts to resolve the problem with the JOBSTART participant.
  - c. Other similar substantiation of the circumstances.

C. JOBSTART Employer Termination and Debarment

1. When the Jobs RPM determines that an employer violated JOBSTART rules as indicated in [JOBSTART Employer Violations](#), the employer must be terminated from JOBSTART participation and debarred from future participation.
2. The Jobs RPM or designee must send the employer a letter notifying the employer of their termination and debarment from further participation in JOBSTART. The notification must include all of the following:
  - a. Employee name and address.
  - b. Violation and date.
  - c. Subsidized payments to be withheld.
  - d. Subsidized payments to be returned or repaid to the Jobs Program.

- e. The date of debarment from further JOBSTART participation.
- f. The legal authority for the action (Arizona Administrative Code, R6-10-125).
- g. The employer's rights to appeal the decision JOBSTART Grievance Procedures.
- h. The Jobs RPM name and telephone number.

D. JOBSTART Employer Repayments

Employers who have been terminated and debarred, as indicated in [JOBSTART Employer Termination and Debarment](#) must repay any reimbursements received after the date of the violation. The Jobs Program will withhold any further wage reimbursements to the employer following the date of the violation. (See [Overpayments](#) and [Payments to JOBSTART Employers](#))

**.07 JOBSTART Employment Termination**

This section describes procedures for terminating a JOBSTART placement, whether due to a request from an employer or participant, or due to a determination by a Jobs case manager.

A. JOBSTART Termination Request

- 1. Either the employer or the participant may terminate a placement by requesting the termination in writing from the Jobs local office. The Jobs case manager must forward a copy of the termination request to the Jobs RPM.
- 2. The Jobs case manager may initiate termination of a JOBSTART placement when either of the following circumstances occurs:
  - a. The participant's TANF cash assistance has sanctioned or withheld for non-compliance with Jobs Program or JOBSTART requirements, including failure to meet the minimum work requirements, without good cause.
  - b. It has been determined from *JOBSTART Participant Evaluations* (JA-092 English or JA-092-S Spanish), and/or information from the participant or employer, that the participant is not making the intended progress toward attaining job skills necessary to be hired by the employer into unsubsidized employment. In such instances, the Jobs case manager must follow procedures indicated in [Terminating the JOBSTART Placement](#).

## B. Terminating the JOBSTART Placement

1. When a participant or an employer requests termination, the assignment is terminated only after efforts have been completed to resolve any issues with the placement.
2. When the participant violated Jobs Program or JOBSTART rules as indicated at [JOBSTART Eligibility Criteria, Participant Requirements, and Information Session](#), the Jobs case manager must follow procedures indicated in [JOBSTART Sanctioning and Withholding](#) and [Sanctioning and Withholding](#).
3. When a participant violation is not identified and the Jobs case manager determines that the placement should be terminated, the Jobs case manager completes the following:
  - a. Reassess the needs of the participant.
  - b. Assign the participant to one of the following:
    - (1) JOBSTART placement when the participant has been in subsidized employment less than six months.
    - (2) Work activity when an appropriate subsidized position does not exist.
  - c. Provide another participant as a replacement when the employer requests a replacement and the Jobs case manager agrees.
4. The Jobs RPM or designee must conduct a review to determine whether the employer has violated JOBSTART rules. When the employer violated JOBSTART rules, the Jobs case manager must follow procedures indicated in both of the following:
  - a. [JOBSTART Employer Violations, Termination, and Debarment, & Good Cause](#).
  - b. [Terminating the JOBSTART Placement](#) regarding reassessing and reassigning the participant to other activities or another JOBSTART employer when the employer does not hire the participant into unsubsidized employment.

**.08 JOBSTART Grievance Procedures****A. JOBSTART Grievance Procedures for Regular Employees**

The placement of JOBSTART participants with employers must not cause the displacement of those employer's regular employees as indicated at [JOBSTART Employer Participation](#). When a regular employee alleges displacement and initiates a grievance, the grievance procedure in [Grievances](#) must be used to resolve the complaints.

**B. JOBSTART Employer Grievances**

Employers may file a grievance with the Department when any of the following occur:

1. The Jobs Program refuses to provide a subsidized payment to the employer as previously agreed.
2. The employer disagrees with the amount of the subsidized payment.
3. The Jobs Program requests repayment of the subsidy provided.
4. The employer has been debarred from participation. (See [JOBSTART Employer Violations, Termination, Debarment & Good Cause](#))

**C. JOBSTART Employer Grievance Process**

1. Upon request, the Jobs case manager must provide information to employers regarding the rights and procedures for filing grievances.
2. The employer may seek to informally resolve a grievance with the Jobs Regional Program Manager (RPM) or designee, or the employer may request a fair hearing.
3. To pursue informal resolution, the employer must file a statement of employer grievance with the Jobs RPM or designee. The statement must contain all of the following information:
  - a. Employer's name, address, and telephone number.
  - b. Date of grievance.
  - c. Contact person, when other than the employer's name.
  - d. Jobs Regional Manager or designee, address, telephone number.



- e. A description and date of the action that is the subject of the grievance.
  - f. The proposed resolution.
- 4. When the employer requests informal resolution, the Jobs Regional Program Manager (RPM) or their designee must conduct an informal resolution meeting with the employer, within 15 workdays from the date the Jobs Program receives the grievance.
- 5. When a grievance is not resolved at the informal meeting, the employer may request a fair hearing with the Department of Economic Security (DES), Office of Appeals, within 20 days from the date of the informal meeting by sending a request for a fair hearing to the Jobs local office.
- 6. When the employer does not choose to seek informal resolution, the employer may request a fair hearing. An employer who wishes to request a fair hearing must file a request within 20 calendar days of the date of the notice of adverse action. Upon request, the Jobs case manager must assist the employer in preparing the hearing request. Assistance includes an explanation of the employer's right to a fair hearing, the fair hearing procedures, and the process.
- 7. Upon receipt of a request for a fair hearing, the Office of Appeals conducts the hearings as required in the Family Assistance Administration (FAA) Arizona Administrative Code (ACC) Rules.
- 8. The Jobs local office prepares and forwards the request for a hearing to the Office of Appeals. The information must include all of the following:
  - a. The information submitted.
  - b. The decision reached at the informal resolution meeting.
  - c. Any decision notice or other documents relating to the hearing request.
- 9. Employers may submit a written request to appeal the findings of the DES hearing officer with the DES Appeals Board within 15 calendar days of the mailing date of the DES hearing officer's decision.
  - a. The request must include the reason or grounds for the review, the employer's signature, and the date signed.
  - b. The submittal date is determined by one of the following, as appropriate:

- (1) Date the document is hand delivered.
  - (2) U.S. Mail postmark.
  - (3) Postal meter mark, when not postmarked, or the postmark is illegible.
  - (4) The date of the document when the postmark or postal meter mark is available and legible.
10. The Jobs Program withholds any adverse action to be taken against the employer pending the outcome of timely submitted fair hearing proceedings and Appeals Board actions.

## 1002 TANF REFUGEE RESETTLEMENT PROGRAM

The Community Services Administration (CSA) and the Jobs Program collaborate in providing services to move refugees who are TANF cash assistance recipients into unsubsidized jobs. The target populations for the TANF Refugee Resettlement Program (RRP) are current or recent TANF cash assistance recipients who entered the United States as refugees or were certified under Section 107(b) of the Victims of Trafficking and Violence Protection Act of 2000 (P.L. 106-38) within the last five years preceding TANF cash assistance application. (See [TANF Refugee Resettlement Program Flow Chart](#))

Staff members of VOLAG in Phoenix and Tucson Metropolitan Areas perform TANF RRP case management for up to 12 consecutive months, as long as individuals remain eligible for services from the Jobs Program.

### **.01 Eligibility and Screening Criteria**

- A. After determining eligibility for TANF cash assistance or TPEP, FAA staff complete the following:
  1. Identify refugees who are potentially eligible for TANF RRP services by completing the TANF [Refugee Resettlement Program Eligibility and Screening Guide](#).
  2. Key **RP**, Referred TANF Refugee, in the **PAR/EXEM** field on the WORW screen to initiate a referral to the Jobs or TPEP Programs.
- B. The Jobs case manager screens for potential TANF RRP eligibility at the initial interview by determining whether the participant meets any of the following:
  1. Has entered the United States, as defined on the TANF [Refugee Resettlement Program Eligibility and Screening Guide](#), within the last five years preceding TANF cash assistance application.

2. Is certified under Section 107(b) of the Trafficking Victims Protection Act of 2000. The certification date on the mandatory Certification Letter will be used as the individual's date of entry,
  3. Has not exceeded 12 months of TANF RRP services.
  4. Resides in Phoenix or Tucson Metropolitan Areas.
- C. VOLAG staff identifies individuals eligible for TANF RRP and notify Jobs.
1. When the individual is a current Jobs participant, he or she is not referred to the TANF RRP.
  2. When the individual is **not** a current Jobs participant, Jobs selects the individual from the referral file and registers the individual in JAS.
  3. When the individual is a TANF cash assistance recipient but not on the referral file, the Jobs case manager requests that FAA refer the participant to Jobs.

## **.02 Referral Process**

The Jobs case manager refers participants to the VOLAG for enrollment in the TANF Refugee Resettlement Program.

- A. The Jobs case manager completes the following:
1. Schedule an appointment for the TANF RRP participant and fax a duplicate letter to VOLAG staff. (See [Designated Jobs & Voluntary Agency Sites](#))
    - a. When the Jobs participant obtains employment prior to the scheduled assessment interview, Jobs notifies VOLAG staff of the participant's employment status within seven calendar days of the scheduled assessment interview.
    - b. VOLAG may be present at all interviews, appointments, and job interviews, etc.
  2. Register the participant with Jobs and update JAS to reflect the referral to the TANF RRP.
  3. Key an **R** in the **Special Program Flag** field on the *Client Profile* (NIS040) screen in JAS.
  4. Set an alert to review the case when the 12 months of VOLAG case management is complete.
  5. Document substantiating information in the case *Progress Notes*.

- B. The Jobs case manager sends the *Referral to Provider* (JA-006 English or JA-006-S Spanish) to VOLAG staff indicating a referral to the TANF RRP. The Jobs case manager specifies in the Services Requested section of the *Referral to Provider* the TANF RRP criteria that constitute the reason for referral. The Jobs case manager prepares a referral packet containing the following:
  - 1. The *Case Management Screening Guide* (JA-001 English or JA-001-S Spanish). Retain a copy and place the copy in the case record.
  - 2. Screen print of the *Employment Plan* (NIS060) screen.
  - 3. Screen print of AZTECS AFIH screen regarding issuance history.
  - 4. Results of any testing or other pertinent information. Retain copies and place the copies in the case record.
- C. VOLAG staff complete and return to the Jobs Program the bottom portion of the *Referral to Provider* (JA-006 English or JA-006-S Spanish) within seven calendar days indicating whether the Jobs participant has been selected for the TANF RRP.
  - 1. When the Jobs participant is enrolled in the TANF RRP, the Jobs case manager updates JAS to reflect this change.
  - 2. When the Jobs participant is **not** enrolled in the TANF RRP, the Jobs case manager determines who will provide case management services.

### **.03 Service Provider Responsibilities**

VOLAG staff conduct interviews and assessments, develop the *Employment Plan*, monitor participation to ensure the participant meets state TANF work participation requirements, and complete and route all required forms.

- A. VOLAG's assessment interview includes a review of the TANF RRP eligibility. The assessment and decision whether to enroll the individual in the TANF RRP and notification to the Jobs case manager must be made within two workdays of the assessment interview.
- B. When the VOLAG staff enrolls the Jobs participant in the TANF RRP, the VOLAG staff completes the *Employment Plan* for the participant and sends a copy to the Jobs case manager.
  - 1. When changes occur to work activities or Jobs Program Services, the VOLAG staff completes a revised *Employment Plan* and forwards to Jobs within two days. (See [Revising the EP](#))
  - 2. The Jobs case manager update JAS to reflect changes to the EP.

- C. VOLAG staff ensures that participants are scheduled in work activities to meet the state TANF work participation requirements. (See [Participation](#))
- D. VOLAG staff ensures all child care forms are explained and completed. (See [Child Care](#) and [Child Care Assistance Rights and Responsibilities](#))
- E. All Jobs Program Services are available to the TANF Refugee Resettlement Program participants. (See [Jobs Program Services](#))
  - 1. Individuals whose TANF cash assistance or TPEP benefits are terminated or reduced solely due to TPEP or EMPOWER time limits (but who are otherwise eligible for benefits) as indicated at [Exceptions to Closing the Jobs Case](#), may remain eligible for Jobs Program services.
  - 2. VOLAG staff complete necessary forms to authorize payment of Jobs Program Services as indicated in [Payment Processing](#), and according to regional operating procedures.
- F. VOLAG staff monitor participation and submit a signed *Weekly Time and TRE Report* (JA-012 English or JA-012-S Spanish) within two workdays to the Jobs case manager for payment of TRE.
  - 1. The TANF Refugee Resettlement Program participant is responsible for reporting participation or non-participation in work related activities and transportation-related expenses to the VOLAG case managers using the *Weekly Time and TRE Report*. (See [Monitoring Activities](#)) and [Transportation Related Expense \(TRE\)](#))
  - 2. When the TANF Refugee Resettlement Program participant fails to submit the *Weekly Time and TRE Report*, the VOLAG staff determines whether the participant complied with work requirements.
    - a. When the participant complied with work requirements, no further action is needed.
    - b. When it is determined the participant did not comply with work requirements, good cause must be explored.
- G. When the TANF Refugee Resettlement Program participant fails or refuses to meet work requirements or comply with Jobs Program requirements, the VOLAG staff determines whether good cause existed. (See [Sanctioning](#) and [Withholding](#))
  - 1. VOLAG staff forwards a copy of the *Request for Good Cause* (JB-188 English or SP-188 Spanish) to the Jobs case manager.
  - 2. VOLAG staff immediately notifies the Jobs case manager that good cause is not established.

3. Jobs case managers send the NOAA and update JAS indicating the sanction action.
- H. When a sanctioned TANF RRP participant recomplies with Jobs requirements, the VOLAG case manager immediately notifies the Jobs case manager. The Jobs case manager updates JAS to reflect recompliance.
- I. VOLAG case managers may be required to attend Fair Hearings regarding the TANF RRP participants. (See [Fair Hearings](#))

#### **.04 Communication**

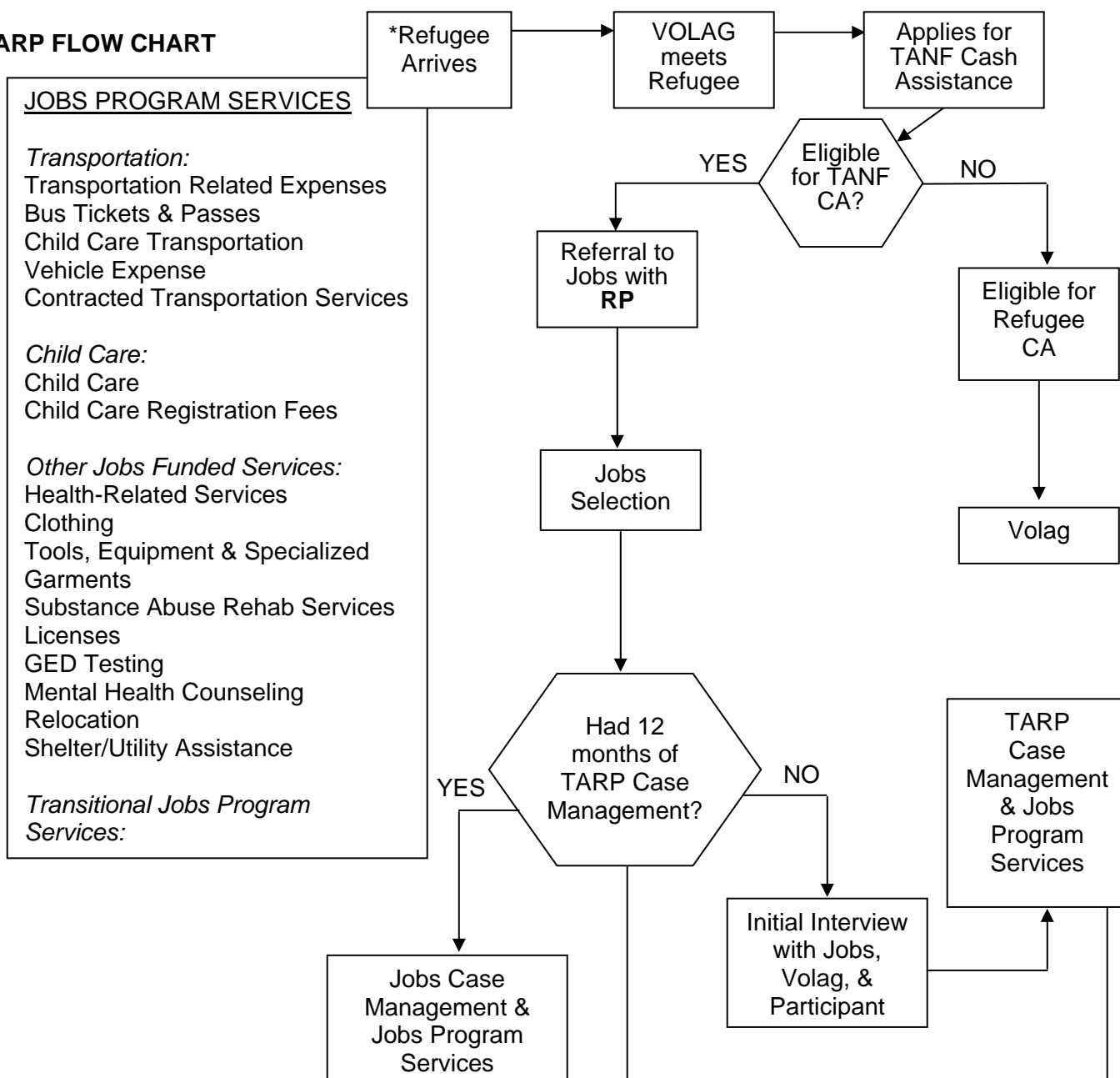
The VOLAG case manager and Jobs case manager must maintain frequent contact in order to provide uninterrupted services to the TANF RRP participant. Any communication between VOLAG and Jobs regarding a participant must be recorded in the case *Progress Notes* (JA-011).

- A. The VOLAG case manager notifies the Jobs case manager within two workdays regarding information that may include, but is not limited to, the following:
  1. Changes in the EP.
  2. Non-compliance with work activities without good cause.
  3. Participation as reported on the *Weekly Time and TRE Report* (JA-012 or JA-012-S)
  4. Employment.
  5. Requests for Jobs Program Services and/or community resources.
  6. Changes, such as address, telephone number, etc.
- B. The Jobs case manager notifies the VOLAG case manager within two workdays regarding the following:
  1. TANF cash assistance case closure by FAA that results in closure of the Jobs case.
  2. Employment of the TANF Refugee Resettlement Program (TARP) participant.
  3. Changes, such as address, telephone number, etc.
- C. VOLAG staff tracks participants' employment for 90 days and reports this information to the Jobs case manager.

**.05 Record Retention**

All information regarding the TANF Refugee Resettlement Program/Jobs participant must be retained in the VOLAG office for a minimum of one year following case closure. (See [General Information](#))

## TARP FLOW CHART



\*NOTE: Could also include individuals certified under Section 107(b) of the Trafficking Victims Protection Act of 2000 (P.L. 106-38)



## TARP ELIGIBILITY AND SCREENING GUIDE

<b>1. Are you a United States Citizen?</b>	Yes	No
<b>2. What date did you enter the United States?</b>		
<b>3. Did you enter the United States as a:</b>		
Refugee	Yes	No
Refer to TARP	Yes	No
Refugee: Section 107(b) of Trafficking Victims Protection Act of 2000	Yes	No
Refer to TARP	Yes	No
Humanitarian parolee under the Cuban/Haitian Program	Yes	No
Refer to TARP	Yes	No
Asylee	Yes	No
Refer to TARP	Yes	No
Immigrant under the Amerasian Program	Yes	No
Refer to TARP	Yes	No
Immigrant	Yes	No
Do not refer to TARP	Yes	No
None of the above	Yes	No
Do not refer to TARP	Yes	No
Is the individual sponsored through a Voluntary Agency (VOLAG)?	Yes	No

<b>4. VOLAG INFORMATION: Check the box that identifies the VOLAG assisting the individual:</b>		
<b>PHOENIX</b>		
Catholic Social Services of Phoenix	Yes	No
International Rescue Committee (IRC)	Yes	No
Lutheran Social Ministry of the Southwest (LIRS or CWS)	Yes	No
Other:	Yes	No
If yes to other, enter the VOLAG's name:		
<b>TUCSON</b>		
Catholic Community Services of Southern AZ (USCC)	Yes	No
Episcopal Community Services in AZ	Yes	No
International Rescue Committee	Yes	No
Jewish Family & Child Services of Southern AZ (HIAS)	Yes	No
Other	Yes	No
If yes to other, enter the VOLAG name		
<b>5. Questionnaire Completed by:</b>		
Print Name:		
Signature:	DATE:	

**ARIZONA JOBS PROGRAM****PROGRAM INSTRUCTIONS: DES 2-10.1100****SUBJECT: EMPLOYMENT INCENTIVES****1100 EMPLOYMENT INCENTIVES**

This section outlines tax credits that are available to both employees and employers. These are incentives for individuals to become employed and employers to hire certain individuals. The tax credits that are available to employers are the following:

- Work Opportunity Tax Credit (WOTC)
- Welfare to Work (WtW)
- State TANF Tax Credit
- Enterprise Zone Tax Credit

Qualified employees are eligible for the Earned Income Tax Credit (EITC).

**1101 WORK OPPORTUNITY AND WELFARE TO WORK TAX CREDIT**

Employers may claim the WOTC or the WtW Tax Credit. In some instances, a new hire may meet the requirements as both a qualified TANF cash assistance recipient for purposes of the WOTC and as a long-term TANF cash assistance recipient for purposes of the WtW Tax Credit. In any taxable year, an employer who hires such an individual may choose to claim either the WOTC or the WtW Tax Credit but not both, with respect to that employee.

Employers must apply for and receive certification from the State Employment Agency for their new hire before they can claim the tax credit on their federal tax return. The new hire must belong to at least one of eight target groups for WOTC or belong in the one target group for WtW Tax Credit in order for the employer to qualify for the tax credits. During time periods when the employee's wages are subsidized, their work hours cannot be counted as employment time.

**.01 WOTC**

The WOTC is a federal income tax credit that encourages employers to hire eight targeted groups of job seekers who began work any time after June 30, 1998, and before December 31, 2003. Qualified TANF cash assistance or former TANF cash assistance recipients belong to one of the eight targeted WOTC groups. An employer can earn up to \$2,400 in tax credits per certified worker in the first year.

- A. There is no limit to the number of new hires an employer can have to qualify for this tax credit. When the new hire is employed 400 or more hours per taxable year, the employer can receive a 40% credit of that employee's qualified wages for the first year of employment. The credit for those employed 120 to 400 hours is 25%. Qualified first year wages are capped at \$6,000.

- B. The tax credit for a summer youth who works at least 400 or more hours is 40% of the first \$3,000. When a summer youth is employed less than 400 hours, the credit is 25% of the first \$3,000.
- C. The employer does not qualify for a credit when any of the following apply:
  - 1. They are receiving federally subsidized on-the-job training payments; however, wages paid after the on-the-job training subsidy expires can qualify for the credit.
  - 2. Wages are paid to the employer's relatives.
  - 3. The WtW Tax Credit and WOTC are both being claimed for the same individual in the same taxable year.

NOTE: Both the WOTC and the WtW Tax Credit may be claimed for the same employee, but not in the same taxable year.

- D. WOTC applies to individuals who began work any time after June 30, 1998, and before December 31, 2003. The following groups are targeted for the WOTC:

- 1. Qualified TANF cash assistance recipient: An individual whose family has received TANF cash assistance for any nine months during the last 18-month period ending on the hiring date, **if the individual was included in the TANF grant for at least one day (one day will be counted the same as if it were the whole month).**
- 2. Qualified Veteran: An individual meeting the following criteria:
  - a. Served on active duty more than 180 days, with the active duty ending more than 60 days prior to the hire date; **or**
  - b. Been discharged for a service-connected disability; **and**
  - c. Whose family has received food stamp benefits for at least three months within the last fifteen months, **if the individual was included in the food stamp benefits for at least one day (one day will be counted the same as if it were the whole month).**
- 3. Qualified Ex-felon: An individual who within the last year was convicted of a felony or released from prison for a felony **and** during the last six months was a member of a low-income family. (See [Work Opportunity and Welfare-to-Work Tax Credit Forms](#))

4. High Risk Youth: An individual who is at least age 18 but not yet age 25 on the hiring date **and** lives in an empowerment zone or enterprise community.
5. Vocational Rehabilitation Referral: An individual who is receiving or has received Rehabilitation Services through a State Rehabilitation Service Program or the Veteran's Administration.
6. Qualified Summer Youth: An individual who performs services for the employer between May 1 and September 15, is age 16 but not yet age 18 on the hiring date, has never worked for the employer before **and** lives in an empowerment zone or enterprise community.
7. Qualified Food Stamp Recipient: An individual meeting the following criteria.
  - a. At least 18 years old but not yet 25 years old on the hiring date. **And**
  - b. Is a member of a family who has received food stamps for at least three of the last five months ending on the hiring date, is no longer eligible due to failure to comply with ABAWD work requirements; and **the individual was included in the food stamp benefits for at least one day (one day will be counted the same as if it were the whole month).**
8. Qualified Supplemental Security Income (SSI) Recipient: An individual who received SSI benefits for any month ending within the 60-day period ending on the hiring date.

#### .02 WtW Tax Credit

The WtW Tax Credit is a federal income tax credit that encourages employers to hire long term TANF cash assistance recipients who began work any time after December 31, 1997, and before December 31, 2003. The WtW Tax Credit is administered under the WOTC certification procedures. Long-term welfare recipients can earn their employers up to \$8,500 per hire.

- A. The allowable credit for new hires employed 400 or more hours or 180 days in a taxable year is 35% of qualified wages for the first year of employment and 50% for the second year of employment.

$\$10,000 \times 35\% = \$3,500$  for the first year of employment

$\$10,000 \times 50\% = \$5,000$  for the second year of employment

- B. Qualified wages are capped at \$10,000 per year.

- C. The targeted group for the WtW Tax Credit is long-term TANF cash assistance recipients. An individual may be certified as a long-term TANF cash assistance recipient whose family received TANF cash assistance for at least 18 consecutive months before the hire date, **if the individual was included in the TANF cash assistance grant for at least one day (one day will be counted the same as if it were the whole month).**

### **.03 Authorized Entities for WOTC / WtW Tax Credit**

The following entities are authorized to complete the WtW and the WOTC forms:

- A. Jobs Program
- B. Workforce Investment Act (WIA)
- C. Rehabilitation Services Administration (RSA)
- D. Employment Security Section (ESA)
- E. Department of Corrections (DOC)
- F. Employers

### **.04 Certification for WOTC / WtW Tax Credit**

At the assessment, prior to job search being assigned, during job club and once employment has been secured, the case manager must provide an overview to the participant of the tax credits that may be available once the participant is employed. Participation in the tax credits is on a voluntary basis.

- A. At the time the participant expresses their interest in the tax credit, the Jobs case manager completes the following:
  - 1. Assist the participant in completing the Job Applicant portion of the IRS *Pre-Screening Notice and Certification Request* (Form 8850) and items 1-13 on the *Conditional Certification WOTC and WtW Tax Credit* (ETA 9062).
  - 2. Ensure the IRS *Pre-Screening Notice and Certification Request* and the *Conditional Certification WOTC and WtW Tax Credit* forms are signed by the participant.
  - 3. Make copies of the forms and distribute as follows:
    - a. Place one copy of each form in the case record. Document in the participant's case *Progress Notes* (JA-011) that they chose to participate with the tax credit incentives.

- b. Forward one copy of the *Conditional Certification WOTC and WtW Tax Credit* and verification of the TANF cash assistance history (AZTECS AFIH screen print) or verification of eligibility for one of the nine target groups to the [DES ESA E&T Special Program Unit](#).
    - c. Staple the originals of both forms to a copy of the fact sheet entitled: *Work Opportunity and Welfare to Work Tax Credit: How to Qualify and Participate*. The case manager must instruct the participant to give the forms to the employer on the day a job offer is made. The forms notify the employer of the individual's eligibility for these tax credits.
  - B. On the day the job offer is made, the participant must give the original forms and the copy of the fact sheet to the employer and the employer will:
    1. Complete and sign page two of the *Pre-Screening Notice and Certification Request* (Form 8850) and items 15-20 of the *Conditional Certification Form* (ETA 9062).
    2. Mail the original *Pre-Screening Notice and Certification Request* (Form 8850) and the *Conditional Certification Form* (ETA Form 9062) to the [DES ESA E&T Special Program Unit](#).

**These two forms must be mailed within 21 days of the employee's start date (the postmark date on the envelope must be no later than 21 days after the new hire begins work).**
    3. Receive a certification letter from the Employment Security Section (ESA). Once the certification letter is received, the employer can claim the applicable tax credit when they file their company's federal taxes.
- C. When the participant does not want to complete the tax credit forms, the case manager takes the following actions:
  1. Place a copy of the *Pre-Screening Notice and Certification Request* (Form 8850) and the *Conditional Certification Form* (ETA Form 9062) forms in the case record with "participant declined participation" noted across the top of the form in the case record.
  2. Document in the case file progress notes that the participant declined participation in the WOTC and the WtW Tax Credit.

## 1102 ADDITIONAL TAX CREDITS

Additional tax credits that are available to employees and employers are the Federal Earned Income Tax Credit (EITC), the State TANF Tax Credit and the Enterprise Zone Tax Credit.

**.01 Earned Income Tax Credit**

The EITC is a special federal credit for certain individuals who work. The credit reduces the amount of tax owed (if any) and is intended to offset some of the living expense increases.

The case manager must advise the participant of the EITC at the initial interview and again when the participant secures employment. The case manager must inform the participant of the option to receive part of the EITC in advance or to receive the full amount when they file their taxes.

- A. To qualify for the EITC, the participant must meet the following criteria:
  - 1. Have a qualifying child living with them in the United States for more than half the year.
  - 2. Have earned income.
  - 3. Earn less than the specified amount.
  - 4. Have Investment income less than a specified amount.
  - 5. Have any filing status except married filing separate.
  - 6. Not be a qualifying child of another person.
  - 7. Must usually claim a qualifying child who is married as a dependent.
  - 8. Not be filing Form 2555 – Foreign Earned Income.
- B. When an employee expects to qualify for the EITC for the upcoming year, he or she can choose to receive part of the credit in advance. When the participant chooses to receive part of the tax credit in advance, the following apply:
  - 1. The case manager must assist the participant in completing the *Earned Income Credit Advance Payment Certificate (W-5)* form and instruct the participant to give it to the employer.
  - 2. The employer will include part of the credit in the employee's regular pay.
- C. When the participant chooses to wait until they file their federal income tax to receive the EITC, the case manager will refer them to community volunteers who assist individuals with completion of IRS documents (including EITC).

**.02 State TANF Tax Credit**

Arizona law provides a tax credit for employers that employ TANF cash assistance recipients. This credit became available for taxable years beginning on or after January 1, 1998.

The maximum credit that can be earned in any taxable year for the net increases in qualified employment is based on two factors:

- A. The number of qualifying employment positions must be determined. There is no limit regarding the number of positions that can be qualified per taxpayer. A qualified employment position is a position that meets all of the following criteria:
  - 1. Classified as full-time employment.
  - 2. Provide health insurance coverage when the employer offers the coverage to other employees not receiving TANF cash assistance.
  - 3. Provide compensation equal to the minimum wage comparable to that paid to other employees not receiving TANF cash assistance in the same job classification.
  - 4. Be listed on the report submitted to the Arizona Department of Economic Security for unemployment purposes.
- B. The maximum number of qualified new employees for which a credit may be claimed is limited to the net increase in qualified employment positions that do not qualify for any other Arizona tax credit. A qualified employee is an employee who meets all of the following criteria:
  - 1. Is a resident of Arizona.
  - 2. Is a TANF cash assistance recipient at the time he or she was hired.
  - 3. Was employed for at least 90 days during the first taxable year.
  - 4. Was not employed by the taxpayer within twelve months before the current date of hire.
- C. An employee hired with less than 90 days left in a taxable year is considered to be a new employee in the next taxable year. Periods when the employee's wages are subsidized cannot be counted as employment time.
- D. The dollar amount of the credit per qualified position is calculated based on the number of years the person is employed. The dollar limit per person is as follows:



1. One-fourth of the taxable wages paid to a qualified employee in the first year or partial years of employment, not to exceed \$500 per new employee.
2. One-third of the taxable wages paid to a previously qualified employee in the second year of continuous employment, not to exceed \$1,000 per new employee.
3. One-half of the taxable wages paid to a previously qualified employee in the third year of continuous employment, not to exceed \$1,500 per new employee.

### **.03 Enterprise Zone Tax Credit**

There are 22 Enterprise Zones in Arizona: Apache, Cochise, Coconino, Gila, Graham, LaPaz, Mohave, Navajo, Pima, Pinal, Santa Cruz, Western Maricopa, and Yuma counties, Colorado City, City of Benson, City of Chandler, City of Flagstaff, City of Phoenix (2 zones), City of Prescott, and City of Tucson & South Tucson.

The Enterprise Zone Tax Credit is available to any employer engaged in trade or business in the enterprise community and hires workers who live and work within the enterprise community.

- A. The Enterprise Zone credit for new qualified positions are equal to the following:
  1. One-fourth of the taxable wages paid to an employee in a qualified employment position, not to exceed \$500 per qualified employment position, in the first year or partial year of employment.
  2. One-third of the taxable wages paid to an employee in a qualified employment position, not to exceed \$1,000 per qualified employment position, in the second year of continuous employment.
  3. One-half of the taxable wages paid to an employee in a qualified employment position, not to exceed \$1,500 per qualified employment position, in the third year of continuous employment.
- B. When the allowable enterprise zone credit exceeds the tax liability, any unused amount may be carried over for up to five taxable years, provided the business remains in the enterprise zone. If the business relocates outside the enterprise zone or the enterprise zone is terminated, the carryover of the tax credit is lost.
- C. A qualified employment position must meet the following requirements:
  1. Not be at a business location where tangible personal property is sold at retail.

2. Be full-time. The position must be a minimum of 1,750 hours per year for full-time employment.
  3. Filled for at least 90 days during the first taxable year. A new qualified employment position filled during the last 90 days of the taxable year is considered a new qualified employment position for the next taxable year.
  4. Pay at least the [Average Wage Offer by County](#). The calculation of wages paid is based on the employee's regular wage, independent of overtime, bonuses, profit sharing, etc.
  5. Provide health insurance coverage for the employee for which the employer pays at least 50 percent of the premium. When the health insurance coverage does not begin at the date of hire, the position is still considered a qualified employment position as long as the coverage is provided for more than 90 days before the end of the first employment year.
- D. Any employee hired to fill a qualified employment position must meet all of the following:
1. Be a resident of the state of Arizona.
  2. Be either a U.S. citizen or have authorization to work legally in the U.S.
  3. Not have been previously employed by the business within 12 months before the current date of hire.
- E. Thirty-five percent (35%) of the employees hired to fill qualified employment positions must have been a resident of an enterprise zone that is located in the same county as the business is located.

### WORK OPPORTUNITY AND WELFARE-TO-WORK TAX CREDIT FORMS

ARIZONA DEPARTMENT OF ECONOMIC SECURITY  
"Quality Service Organizational Pride • Client Self-Sufficiency"  
Division of Employment and Rehabilitation Services  
Employment Administration

#### WORK OPPORTUNITY TAX CREDIT AND WELFARE-TO-WORK TAX CREDIT: How to Qualify and Participate

- Employers earn federal tax credits.
- Job seekers from ten targeted groups most in need of employment will be recruited for jobs.

#### WHAT ARE THE TAX CREDITS?

##### ***The Work Opportunity Tax Credit (WOTC):***

New hires employed 400 hours or more is 40% (\$2,400); employed at least 120 hours but fewer than 400 hours, 25% (\$1,500) of qualified wages for the first year of employment capped at \$6,000. For **summer youth** who work at least 400 or more hours is 40% (\$1,200), and employed less than 400 hours - 25% (\$750) of the first \$3,000.

##### ***The Welfare-to-Work Tax Credit (WtWTC):***

New hires employed 400 or more hours or 180 days is 35% (\$3,500) of qualified wages for the first year of employment and 50% (\$5,000) for the second year of employment.

#### APPLYING FOR WOTC SAVINGS TAKE THREE SIMPLE STEPS

Employers must do the following:

- Have the job seeker complete page one and employer complete page two of the **Pre-Screening Notice and Certification Request for the Work Opportunity and Welfare-To-Work Credits**, IRS Form 8850, both sides must be completed on or before the day a job is offered.
- Complete either of the following Department of Labor forms:
  - ETA Form 9061, Individual Characteristic Form, if the new employee has not been conditionally certified; **or**
  - ETA Form 9062, Conditional Certification Form, if provided to the job seeker by a Participating Agency.
- **Mail the completed IRS and ETA forms to: E&T Special Programs Office 734T, P O Box 6123, Phoenix, Arizona 85005-6123, within 21 calendar days of the employee's start date.**

Job seekers are encouraged to register for work and obtain a conditional certification with the DES Arizona Job Service or at their local community based organization.

#### WHERE DO YOU FIND WOTC/WtWTC ELIGIBLE APPLICANTS OR EMPLOYERS?

At your nearest Arizona Job Service Office. Employers can place job orders with the Job Service or in Tucson Order Control (520) 584-8172.

#### WHO DOESN'T QUALIFY?

There are only four limits on an employer's use of the WOTC/WtWTC programs:

- No tax credit can be claimed on wages paid to relatives.
- No tax credit can be claimed for federally subsidized on-the-job-training; however, wages paid after the subsidy expires can qualify for the credits.
- The WOTC and WtWTC cannot both be claimed for the same individual in the same taxable year.
- No tax credit can be claimed on re-hires.

#### FOR MORE INFORMATION

- For more information on the tax-related aspects of the WOTC and WtWTC, call Internal Revenue Service (IRS).
- For questions and additional information regarding the target groups definitions and certification process call 602-495-1861.

**FIND OUT IF YOUR EMPLOYEE IS WILLING TO PROVIDE THE REQUIRED INFORMATION.  
PARTICIPATION IS VOLUNTARY.** (Continued on reverse)

**THE TARGETED GROUPS ARE AS FOLLOWS:**
**THE WORK OPPORTUNITY TAX CREDIT**

**QUALIFIED IV-A RECIPIENT** - A member of a family that received assistance from Aid to Families with Dependent Children (AFDC), Temporary Assistance for Needy Families (TAN F), or benefits under a successor program for any 9 months during the 18-month period ending on the hiring **date**.

**QUALIFIED VETERAN** - **and a** member of a family that received food stamps for at least a 3-month period within the last 15 months period ending on the hiring date.

**QUALIFIED EX-FELON** - **An** individual, who has a hiring date which is not more than one year after the last date he/she was convicted or released from prison **and** is a member of an economically disadvantaged family (annual basis of 70% or less of the Bureau of Labor Statistics Lower Living Standard listed below).

**HIGH-RISK YOUTH** - **An** individual who is at least age 18 but **not** yet age 25 on the hiring date **and** lives **in an** Empowerment Zone, Enterprise Community, or Renewal Community.

**VOCATIONAL REHABILITATION REFERRAL** - **An** individual receiving or has received (**up** to two years after receipt of last services) Rehabilitation Services through a State Rehabilitation Services program or the Veterans' Administration.

**QUALIFIED SUMMER YOUTH** - **An** individual who performs services for the employer between May 1 and September 15, is age 16 but not 18 on the hiring date **and** lives in an Empowerment Zone, Enterprise Community or Renewal Community.

**QUALIFIED FOOD STAMP RECIPIENT** - **An** individual who is at least age 18 but not yet **25, and** is a member of a family that has received food stamps for the last 6 months **or** received food **stamps for at least 3 of the last 5** months, **BUT** is no longer eligible to receive them. (Ending on the hiring date.)

**QUALIFIED SUPPLEMENTAL SECURITY INCOME (SSI) RECIPIENT** - **An** individual who received SSI benefits for any month ending within the 60-day period ending on the hiring date.

**THE WELFARE-TO-WORK TAX CREDIT**

An Individual may be certified as a long-term family assistance recipient if he or she is a member of a family that::

Received AFDC or TANF payments for at least 18 consecutive months before the date of hire, **or**

Received AFDC or TANF payments for any 18 months beginning after August 5, 1997, and has a hiring date that is not more than two years after the end of the earliest 18-month period **or**

Stopped being eligible for AFDC or TANF payments after August 5, 1997, because Federal **or state law** for applicants hired within two years after their eligibility expired.

**70% LOWER LIVING STANDARD INCOME LEVEL (LLSIL) TABLE  
INCOME ELIGIBILITY GUIDELINES FOR INDIVIDUALS WHO BEGAN WORK ON/AFTER MAY11, 2005**

<b>FAMILY SIZE: MARICOPA AND PIMA COUNTIES (METRO)</b>						
1	2	3	4	5	6	EACH ADDITIONAL PERSON ADD
8,360	13,700	18,810	23,220	27,400	32,050	4,650
<b>FAMILY SIZE: OTHER COUNTIES (NON-METRO)</b>						
1	2	3	4	5	6	EACH ADDITIONAL PERSON ADD
8,070	13,230	18,160	22,410	26,450	30,930	4,480

**1100 EMPLOYMENT INCENTIVES**

---

**AVERAGE WAGE OFFER BY COUNTY**

For Tax Years

Beginning	1/1/96 thru 12/31/96:	1/1/97 thru 12/31/97:	1/1/98 thru 12/31/98:	1/1/99 thru 12/31/99:	1/1/00 thru 12/31/00:	1/1/01 thru 12/31/01:
Apache	\$6.38	\$5.98	\$6.79	\$7.18	\$7.24	\$7.40
Cochise	\$5.45	\$5.23	\$5.86	\$6.78	\$6.94	\$7.82
Coconino	\$6.19	\$5.77	\$5.88	\$6.49	\$7.25	\$8.28
Gila	\$6.97	\$6.91	\$6.78	\$7.37	\$7.68	\$8.79
Graham	na	na	na	na	\$7.55	\$8.66
LaPaz	\$6.80	\$6.45	\$6.32	\$6.47	\$7.24	\$8.79
Maricopa	\$6.35	\$6.46	\$7.07	\$7.71	\$8.26	\$9.23
Mohave	\$6.47	\$5.93	\$6.12	\$6.50	\$6.97	\$7.98
Navajo	\$5.90	\$5.89	\$6.15	\$6.83	\$6.99	\$7.78
Pima	\$6.23	\$6.19	\$6.81	\$7.33	\$7.70	\$8.58
Pinal	\$5.62	\$6.19	\$6.79	\$8.25	\$8.41	\$9.83
SantaCruz	\$4.75	\$4.95	\$5.46	\$5.67	\$6.33	\$6.07
Yavapai	na	\$6.17	\$6.53	\$7.33	\$7.77	\$8.33
Yuma	\$5.68	\$5.76	\$5.95	\$6.34	\$6.54	\$6.55

# ARIZONA DEPARTMENT OF ECONOMIC SECURITY



## ARIZONA JOBS PROGRAM

PROGRAM INSTRUCTIONS: DES 2-10.1200

### SUBJECT: ACRONYMS AND DEFINITIONS

## 1200 ACRONYMS AND DEFINITIONS

### 1201 ACRONYMS

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

A & AA	Aging & Adult Administration
AA	Associates of Arts Degree
AAS	Associate of Applied Science
ABAWD	Able Bodied Adults Without Dependents
ABE	Adult Basic Education
ABLE	Adult Basic Learning Examination
ACYF	Administration for Children, Youth, and Families
ADA	Americans with Disabilities Act
ADE	Arizona Department of Education
ADES	Arizona Department of Economic Security
ADOA	Arizona Department of Administration
AET	Already Enrolled in Education/Training
AG	Attorney General
AHCCCS	Arizona Health Care Cost Containment System
AWS AIB	Arizona Industries for the Blind
AKA	Also Known As
A/R	Applicant/Recipient
AP	Assistance Payments or Absent Parent
APS	Adult Protective Services
ASM	Assessment
AZCCATS	Arizona Child Care Automated Tracking System
AZTECS	Arizona Technical Eligibility Computer System
BCIS	Bureau of Citizenship and Immigration Services (US Department of Homeland Security)
BE	Basic Education
BIA	Bureau of Indian Affairs
CA	TANF cash assistance
CAP	Community Action Program or Corrective Action Plan
CAP2	Case Profile Screen (Page 2) (AZTECS) screen
CATE	Jobs TRE
CATF	Jobs Food Stamp Stipend
CATL	Jobs FLSA
CBO	Community Based Organization
CCA	Child Care Administration
CH	Caretaker of Child Under Age 1
CHEP	Cuban/Haitian Entrant Program
CLS	Client Legal Service
CNA	Certified Nurses Aid
CO	Central Office
COE	Cost of Employment
CPS	Child Protective Services

CS	Child Support or Client States
CSA	Community Service Administration
CSAM	Community Service Administration Management Information System
CSN	Client States None
CSP	Community Service Programs
DACS	Division of Aging & Community Services
DBF	Division of Business & Finance
DBME	Division of Benefits & Medical Eligibility
DCFS	Division of Child and Family Services
DCSE	Division of Child Support Enforcement
DCYF	Division of Children, Youth, & Families
DDA	Division of Data Administration
DDD	Division of Development Disabilities
DES	Department of Economic Security
DERS	Division of Employment & Rehabilitation Services
DHS	Department of Health Services
DMC	District Medical Consultant
DO	District Office
DI	Disability
DOA	Department of Administration
DOC	Department of Corrections
DOE	Department of Education
DOL	Department of Labor
DOT	Department of Transportation
DV	Domestic Violence
DVOP	Disabled Veterans Outreach Program
EA	Emergency Assistance
EBT	Electronic Benefit Transfer
EBCI	EBT Card Inquiry (AZTECS) screen
EBCM	EBT Card Maintenance (AZTECS) screen
EBDI	EBT Direct Deposit Inquiry (AZTECS) screen
EBPI	EBT Payee Inquiry (AZTECS) screen
EBPM	EBT Payee Maintenance (AZTECS) screen
EBRE	EBT Reinstatements (AZTECS) screen
EBTH	EBT Transaction History (AZTECS) screen
EC	Enterprise Community
EEO	Equal Employment Opportunity
EI	Eligibility Interviewer
EIC	Earned Income Credit
EITC	Earned Income Tax Credit
EM	Employed TANF Jobs Participant
EMPOWER	Employing & Moving People Off Welfare & Encouraging Responsibility
EP	Employment Plan
ESA	Employment Security Section
EZ	Employment Zone
ESL	English as a Second Language
ESOL	English for Speakers of Other Languages
EZTC	Enterprise Zone Tax Credit
FAA	Family Assistance Administration
FEI	Federal Employer Identification Number
FHA	Federal Housing Administration

FICA	Federal Insurance Contributions Act (social security tax)
FII	Family Investment Initiative
FLSA	Fair Labor Standard Act
FMW	Federal Minimum Wage
FMCS	Financial Management Control System
FPL	Federal Poverty Level
FS	Food Stamps
FS E&T	Food Stamp Employment & Training Program
FY	Fiscal Year
GA	General Assistance
GATB	General Aptitude Test Battery
GD	Grant Diversion
GE	Geographically Exempt
GED	General Equivalency Diploma
HOH	Head of Household
HOSU	HOusehold SUMmary (AZTECS) screen
HHS	Health & Human Services
HSS	Human Service Specialist
HUD	Housing & Urban Development
HV	Home Visit
IAPES	International Association of Personnel in Employment Security
ID	Identification
INS	Immigration & Naturalization Service
IP	In Person
IRS	Internal Revenue Service
ISA	Interagency Service Agreement
ISO	Integrated Services Office
JAS	Jobs Automated System
JS	Job Service
LIBL	Lifetime Benefit Limit
LIEAP	Low Income Energy Assistance Program
LMI	Labor Market Information
LO	Local Office
LOC	Local Office Coordinator
LOP	Local Operating Procedures
LPN	Licensed Practical Nurse
MAO	Medical Assistance Only
MIS	Management Information System
MOU	Memorandum of Understanding
MSFW	Migrant Seasonal Farm Worker
MVD	Motor Vehicle Division
N/A	Not Applicable
NCP	Non-Custodial Parent
NEW	Native Employment Works Program
NOAA	Notice of Adverse Action
NON-HOH	Non-Head-of-Household
NORE	Notice Request (AZTECS) Screen
O	Other
OARC	Office of Accounts Receivable & Collections
OC	Open Continuous
OEO	Office of Equal Opportunity
OJT	On-the-Job Training



OP	Overpayment
OSI	Office of Special Investigations
OTR	Occupational Training Referral
PA	Public Assistance or Program Administrator
PAN	Personal Account Number
PAAR	Public Assistance & Administration Revolving Fund
PEP	Post-Employment Education Program
PI	Primary Informant
PIC	Private Industry Council
PIN	Personal Identification Number
POS	Post-Secondary Education
PP & T	Policy Planning & Training
PRA	Personal Responsibility Agreement
PRWORA	Personal Responsibility & Work Opportunity Reconciliation Act
PWE	Primary Wage Earner
QA	Quality Assurance
QC	Quality Control
QR	Quality Review
RB	Referred Barrier
RCA	Refugee Cash Assistance
RM	Referred Mandatory
REM	Remedial Education
RFP	Request for Proposal
RFV	Request for Verification
RN	Registered Nurse
RP	Referred TANF Refugee
RPM	Regional Program Manager
RR	Railroad Retirement
RRP	Refugee Resettlement Program
RSA	Rehabilitation Services Administration
RSDI	Retirement Survivor's Disability Insurance
SDA	Service Delivery Area
SDX	Security Data Exchange
SKL	Skills Training
SSA	Social Security Administration
SSI	Supplemental Security Income
SSN	Social Security Number
SKA	Skills, Knowledge & Abilities
STCS	Short Term Crisis Services
TA	Technical Assistance
TABE	Test of Adult Basic Education
TANF	Temporary Assistance for Needy Families
TAPP	Tribal Assistance & Projects Program or Teen Aged Parent Program
TARP	Tribal Assistance Refugee Program
TC	Tuberculosis Control or Telephone Call
TCC	Transitional Child Care
TMA	Transitional Medical Assistance
TP	Teen Parent
TPEP	Two Parent Employment Program
TRE	Transportation Related Expense

TWEP	Tribal Work Experience Program
UI	Unemployment Insurance
UM	Unwed Minor Parent
UWE	Unpaid Work Experience
VA	Veterans Administration
VE	Vocational Evaluation
VOS	Virtual Onestop System
VR	Vocational Rehabilitation
WERE	Welfare Reform (AZTECS) Screen
WIA	Workforce Investment Act
WIB	Workforce Investment Board
WORW	Work Registration (AZTECS) Screen
WOTC	Work Opportunity Tax Credit
WtW	Welfare to Work
YFC	Young Families Can

**1202 DEFINITIONS**

Able-bodied Adult Without Dependents	A person 18 through 49 years of age who has no dependent children and is physically and mentally fit for employment.
Adult Basic Education	Basic or remedial education that is expected to improve the participant's basic literacy level to at least a grade 8.9 level.
Advance Notice	Advance notice must be given ten days before the proposed action is to take effect and indicate the reason for intended action. The time limit must expire before the TANF cash assistance payment mailing date of the effective month.
Adverse Action	The reduction, suspension, termination of TANF cash assistance or the assignment of a CA EBT representative.
Aged Account	An EBT account where there has been no activity for 30 days.
Agency	The Department of Economic Security (DES).
Alien (Qualified)	A noncitizen with permanent resident status and certain others legally admitted to the United States by the United States Immigration and Naturalization Service who are eligible for TANF cash assistance.
Alien (Ineligible)	Certain legal noncitizens with temporary status, or those who fail to provide verification of eligible status, and who are therefore ineligible for public assistance.
Alien (Illegal)	Persons who are known to be under a formal Immigration & Naturalization Service (INS) order of deportation.
All Families	All families, except TPEP, receiving TANF cash assistance.
Annualized Income	A method of determining an estimated amount of income.
Anticipating Income	A method of determining income already received by the assistance unit and any income the assistance unit is reasonably certain to receive during a period.
Applicant	A person who has applied directly, or through their authorized representative, for public assistance for himself, herself or others.
Application Date	The date the Family Assistance Administration (FAA) local office in the State of Arizona received an application for public assistance (CA), food stamps (FS), or medical assistance (MA).
Assessment	The evaluation of a participant by a Jobs case manager, with the assistance of the participant, to determine employment potential, as well as services necessary to remove barriers to employment. The case manager uses the assessment to develop the participant's <i>Employment Plan</i> . (See <a href="#">Assessment</a> )

Assistance Payment	The TANF cash assistance payment that is paid to or for a family by the Family Assistance Administration (FAA) under the TANF cash assistance program.
Assistance Unit	The TANF cash assistance unit includes everyone in the TANF cash assistance case. The assistance unit includes those whose needs, income, resources, and other circumstances are considered as a whole for the purpose of determining eligibility and benefit level.
At Risk	<p>An individual who is either expecting a child or has a dependent child and is vulnerable to becoming TANF dependent based on one or more of the following factors. The individual may meet one or more of the following:</p> <ul style="list-style-type: none"><li>• Has reading or math skills that are at or below 8.9 grade level</li><li>• Has dropped out of school</li><li>• Has a criminal record</li><li>• Is homeless or a run-away youth</li><li>• Has a mental or physical disability</li><li>• Is pregnant</li><li>• Is a victim of domestic violence</li><li>• Has received services from a domestic violence shelter</li><li>• Is income eligible for TANF</li><li>• Has a WIA service delivery area designated barrier</li><li>• Is a displaced homemaker</li><li>• Is eligible for WIA programs</li><li>• Is attending school</li><li>• Other similar factors that place the family at risk</li></ul>
Average Income	A method of determining the best estimate by averaging income over a representative period of time.
AZCCATS	Arizona Child Care Automated Tracking System. The mainframe computer system the Child Care Administration uses to track and maintain data for the child care caseload.
AZTECS (Arizona Technical Eligibility Computer System)	The computerized eligibility determination system for TANF cash assistance (CA), food stamps (FS), medical assistance (MA), and State Assistance programs, and provides online referrals to the Jobs Program.

Barrier	<p>A circumstance that, if not addressed, may prevent or delay participation in work activities. A barrier includes any one or more of the following circumstances, or any similar circumstance:</p> <ul style="list-style-type: none"> <li>• A temporary physical or mental condition, including behavioral health issues of the participant or the participant's family member for whom the participant is the primary caregiver.</li> <li>• A physical or mental disability of the participant or the participant's family member for whom the participant is the primary caregiver.</li> <li>• A lack of transportation.</li> <li>• A lack of child care.</li> <li>• Limited English proficiency.</li> <li>• A threat of domestic violence toward the participant, the participant's family member, or the caregiver for a minor child, when the threat interferes with the participant's ability to participate in work activities.</li> <li>• Illiteracy; insufficient education; lack of vocational skills.</li> <li>• An on-going family crisis that interferes with the participant's ability to participate in work activities.</li> </ul> <p>(See <a href="#">Referred with Barrier</a> and <a href="#">Barriers to Employment</a>)</p>
Basic Literacy Level	A literacy level that allows a person to function at a level equivalent to at least grade 8.9.
Benefit Month	The calendar month for which TANF cash assistance is issued based on anticipated income and circumstances.
Bureau of Citizenship and Immigration Services (BCIS)	A bureau in the US Department of Homeland Security. The BCIS is responsible for the administration of immigration and naturalization adjudication functions and establishing immigration services policies and priorities.
Calendar Quarter	One of four three-month periods within the 12-month calendar year. The calendar quarters are January through March, April through June, July through September, and October through December.
Calendar Week	A period of seven consecutive days beginning on Saturday.
Calendar Year	A 12-month period beginning with January 1 and ending December 31.
Case Closure	<p>The removal of an participant from the Jobs Program.</p> <p>(See <a href="#">Case Closure</a>)</p>
Case Management	The process through which Jobs determines the needs of the participant requesting or receiving services through Jobs. Appropriate services or benefits for participants are identified, planned, obtained, provided, recorded, monitored, and terminated, and follow-up is provided, as necessary and subject to budgetary constraints.

Case Record	The file maintained for each participant during the course of their participation in the Jobs Program.
Class 1 Misdemeanor	An offense lower in seriousness than a felony that is punishable by a fine of no more than \$2500.
Collateral Contact	An individual, agency, or organization contacted to confirm statements presented by the applicant or recipient.
Color of Law	A legal status that immigrants may claim when they can satisfactorily prove they have continuously resided in the United States for a specified period of time. The federal government legislates who can be considered a legal resident under Color of Law.
Commuting Time	The total daily commuting time to and from home to work or training site, not including the time required to transport a child to and from a child care facility.
Community Resources	Community, faith-based, or non-profit organization provides services to the general public at no cost to the participant or Jobs. Funding for these services are not TANF related. (See <a href="#">Community Resources</a> )
Community Service Program	An unpaid work activity that provides a service to the community or an organization.
Complaint	A formal accusation or charge expressing dissatisfaction or a grievance with a service provider, an agency, or a Jobs action or decision.
Co-payment	The amount the family pays to the provider for services as determined by DES and based on the family's income.
Current Support	Court-ordered support that has been assigned to the State of Arizona and received by the DES Division of Child Support Enforcement (DCSE) in the month in which it is due.
Day	A calendar day unless otherwise specified. When a deadline falls on a weekend or holiday, Jobs considers the deadline to fall on the next business day.
Denial	The formal disapproval of an application for TANF cash assistance (CA), food stamps (FS), or medical assistance (MA).
Department	The Arizona Department of Economic Security (ADES).
Dependent Child	As defined by FAA, is any child under 19, and when 18, meets student requirements and for whom a parent or caretaker relative is requesting TANF cash assistance.
Dependent Teen	Under age 19 and either a non-parent, non-custodial parent, or custodial parent who is not a head of household, but who is a member of a family receiving TANF cash assistance.

Education Directly Related to Employment	Remedial education, classes leading to a GED or high school diploma, and English for Speakers of Other Languages (ESOL).
Earned Income	Compensation received as wages, salaries, commissions or profit through employment or self-employment.
Electronic Benefit Transfer (EBT)	The distribution of FLSA, Food Stamps, TANF cash assistance, and TRE to participants via a Quest debit card.
Eligibility Interviewer	The FAA employee responsible for the determination of eligibility for TANF cash assistance (CA), food stamps (FS), or medical assistance (MA), and for referring participants to Jobs.
Employment Plan (EP)	A document between the participant and the Jobs Program that lists the steps required of the participant, services to be provided by Jobs, and the referrals made to address barriers to participation to transition the participant to economic independence. (See <a href="#">Employment Plan (EP)</a> )
Employment Services	Vocational educational training, education directly related to employment, job skills training, and other similar training or education provided by a service provider or community resource to assist a participant in obtaining employment.
EMPOWER	Arizona's welfare reform initiative, Employing & Moving People Off Welfare and Encouraging Responsibility, implemented 10/01/95, and expanded with the passage of national welfare reform, Personal Responsibility & Work Opportunity Reconciliation Act (PRWORA).
ESL or ESOL	English as a Second Language or English for Speakers of Other Languages. Classroom training for persons whose primary language is not English and who lack sufficient English speaking skills.
FAA	The Family Assistance Administration, an administrative unit within the Department's Division of Benefits and Medical Eligibility responsible for providing cash assistance to eligible persons.
Failure to Participate	<p>A participant has not done one or more of the following and good cause has not been established:</p> <ul style="list-style-type: none"> <li>• Complied with job readiness activities.</li> <li>• Complied with the terms of the participant's <i>Employment Plan</i>.</li> <li>• Participated in work activities.</li> </ul> <p>(See <a href="#">Sanctioning and Withholding</a>)</p>
Fair Hearing	The process of reviewing a participant's situation by an impartial third party for the purpose of deciding whether the action taken or intended by the Department is correct.

Fair Labor Standard Act (FLSA)	Federal Act that sets a minimum standard wage and a maximum workweek of 40 hours in industries engaged in interstate commerce. (See <a href="#">FLSA</a> )
Federal Fiscal Year	October 1 through September 30.
Federal Minimum Wage	The current Federal Minimum Wage is \$5.15.
Felony	A crime of a grave or more serious nature than those designated as misdemeanors that is punishable by death or imprisonment for a term exceeding one year.
Follow-up Contact	Contact made with the participant on or about 30, 60, and 90 days after the participant has entered employment.
Food Stamp Employment and Training (FS E&T)	A program that requires certain food stamp recipients to engage in assigned work activities as a condition for receiving food stamp benefits.
Forms	Jobs utilizes various forms in administering the program, monitoring activities and services provided, and referral to other agencies. Forms are indicated by form numbers beginning in JA or JOB, followed by the specific number of the form.
Full-time Employment	Employment that is 40 hours per week or, when less, is regarded as full-time for a specific industry.
Functionally Incapable	A person who suffers a continuing inability to function in daily life activities due to life circumstances, including past physical or sexual abuse, insufficient education, nonexistent vocational skills, episodic depression, or emotional dysfunction.
General Equivalency Diploma (GED)	A certificate awarded upon completion of a series of tests that demonstrate high school skills equivalency.
General Assistance (GA)	Cash assistance financed by state funds for temporary disability certified by the State.
Good Cause	A finding by the Jobs Program or DES Hearing Officer that a participant proved he or she had an acceptable reason for refusing or failing to participate in Jobs activities, to accept employment, or cooperate in any other Jobs requirement. (See <a href="#">Good Cause Process</a> )
Grant Diversion	Grant Diversion is a one-time benefit payment administered by the Family Assistance Administration (FAA) that can be equal to three months of the CA allotment. This payment is given upfront to assist employment ready CA applicants who have a barrier to employment.
Grievance	An issue initiated by an employee to resolve displacement complaints. (See <a href="#">Grievances</a> )



Gross Income	The gross earned income plus unearned income.
Health Care Professional	A licensed physician, registered nurse, or a licensed physician's assistant.
Household	Any group of people who live together in the same dwelling, regardless of relationship or eligibility for benefits. The household refers to the TANF cash assistance unit and any other individuals living with them who are not included in the TANF cash assistance benefit.
Immediate Threat	A domestic violence situation that, in the perception of the participant, is physically, mentally, or emotionally dangerous or harmful to the participant or any child living with the participant. (See <a href="#">Domestic Violence</a> )
Immigration and Naturalization Services	The Immigration and Naturalization Service (INS) determines status of those who immigrate to the U.S.
Indian Tribe	Any Indian tribe or band on a reservation holding a treaty with a state government or recognized as eligible for federal programs and services provided to Indians.
Institution of Higher Education	An institution that normally requires a high school degree or GED (such as colleges, universities, technical or trade schools) that admits persons age 16 or older and which are legally authorized, or recognized in Arizona as providing post secondary education, or a program of training designed to prepare the student for gainful employment.
Initial Interview Process	The initial process that must be completed at registration and includes the completion of the <i>Case Management Screening Guide</i> (CMSG) (JOB-1091A), the <i>Rights and Responsibilities</i> (JA-002), and the <i>Employment Plan</i> (JA-010).
Interagency Service Agreement (ISA)	An agreement between state agencies, such as Department of Economic Security (DES) and Department of Education (DOE) for providing services, such as education and training.
Itinerant Site	A location that is periodically serviced by staff from a larger office.
Jobs Automated System (JAS)	Tracks planned services and activities provided to the participant as well as the participant's progress while participating in Jobs.

Job Readiness Assistance	<p>All activities involving the Department and the participant that prepare a participant for work. These activities include the following:</p> <ul style="list-style-type: none"> <li>• Attendance at the Jobs Welcome Meeting.</li> <li>• Completion of an assessment, any necessary assessment procedures, and an <i>Employment Plan</i>.</li> <li>• Participation in an employment preparation program, that includes life skills, employment, and job retention skills training.</li> <li>• Any other Program requirement pertaining to assisting a participant in preparing for and obtaining employment.</li> </ul>
Jobs	The administrative unit within DES Division of Employment and Rehabilitation Services (DERS) responsible for administering the Jobs Program, including providers under contract with the Department to provide Jobs case management and employment services.
Job Search	<p>A structured activity in which participants are required to actively seek employment by identifying employment opportunities, applying for employment, and participating in employment interviews.</p> <p>(See <a href="#">Job Search</a>)</p>
Job Skills Training	<p>Training that enables a participant to become proficient in an occupation or skill necessary to meet the participant's employment goal. (See <a href="#">Job Skills</a>)</p>
Jobs Program Services	<p>Ongoing case management services offered to participants by Jobs.</p> <p>(See <a href="#">Jobs Program Services</a>)</p>
JOBSTART	<p>The Department's subsidized employment work activity in the public and private sectors. (See <a href="#">JOBSTART</a>)</p>
JOBSTART Employment	<p>The subsidized employment work activity for which participants are hired.</p>
Licensed Physician	<p>A licensed physician may include any of the following:</p> <ul style="list-style-type: none"> <li>• Medical doctor.</li> <li>• Doctor of osteopathy.</li> <li>• Doctor of naturopathic medicine.</li> <li>• Chiropractor.</li> <li>• Psychiatrist.</li> <li>• Board-certified psychologist.</li> <li>• Other personnel acting on the doctor's behalf.</li> </ul>
Lifetime Benefit Limit (LIBL)	<p>The 60 countable months Federal limit for receipt of Cash Assistance that applies to a PI coded IN for participation or the spouse of a PI who is coded IN for participation. When either the PI or the spouse of a PI has received 60 countable months of CA, unless FAA staff grants a temporary extension, the entire budgetary unit is not eligible to receive CA.</p>

Mailing Date	One day after the date printed on the notice.
NOAA Due Date	The Notice of Adverse Action (NOAA) due date is the date keyed on the NOAA by which the participant must give intent to comply. The NOAA expires at close of business on the tenth day following the date the NOAA mails. Day one is the day after the NOAA mails. When the tenth day falls on a weekend or holiday, the due date becomes the next workday. (See <a href="#">Jobs Program Sanction Process</a> )
Notices	Jobs utilizes various notices in communicating with participants. Notices are issued through the Jobs Automated System (JAS). Notices are indicated by notice numbers beginning in JB, followed by the specific number of the form. Certain notices are available in paper format.
On-the-Job Training (OJT)	OJT is a paid training opportunity generally provided at a worksite for a specified period. (See <a href="#">OJT</a> )
Overpayment	The amount of benefits received that is in excess of the amount a participant was eligible to receive.
Participant	Any TANF cash assistance recipient selected to participate in the Jobs Program.
Primary Activity	A work activity that counts toward the work requirement. (See <a href="#">Primary Activities</a> )
Private Sector Employment	Employment in a company owned by an individual or individuals for the purpose of providing services or products to specific customers.
Program	The Jobs Program.
Program Administrator	The Program Administrator of the Jobs Program.
Prorate	Dividing income or expenses by the number of months covered to obtain a monthly amount, or dividing the income or expense of a cash assistance recipient by the total number in the assistance unit to identify the amount to be assigned to each person.
Provider	A person or facility that provides services such as education, training, clothing, tools, or child care.
Public Sector Employment	Employment in an organization or institution that provides services or products for use by the general public.

Reasonable Judgment	Also known as the Prudent Person Concept. The act of a Jobs case manager using reasonable judgment, based on experience and knowledge of the Jobs Program, when making any decisions. (See <a href="#">Reasonable Judgment</a> )
Recipient	An individual receiving TANF cash assistance payments through the TANF cash assistance program administered by FAA.
Recoupment	An automated procedure through which monthly benefits are reduced by an agency to repay an overpayment. Jobs does not use recoupment when collecting an overpayment.
Referred Barrier	Adults who are required to engage in work activities and dependent teen children, age 16 through 18 who are not in school and are without a high school diploma or GED, whom FAA has identified as having a barrier that prevents participation in Jobs activities. (See <a href="#">Referred with Barrier</a> and <a href="#">Barriers to Employment</a> )
Refugee	A foreign national who, owing to fear of persecution, has been admitted into the United States by the Immigration and Naturalization Service (INS) as a refugee or has been granted voluntary departure status by the INS as a refugee.
Regular Employee	An unsubsidized individual currently employed by an employer.
Registration	Occurs when a TANF cash assistance applicant or recipient initially reports to the Jobs site and is registered in the Jobs Automated System (JAS).
Representative	An individual authorized by an applicant or recipient to accompany and assist at the interview in the TANF cash assistance (CA), food stamp (FS), or medical assistance (MA) application process and renewal of eligibility. The representative may do any or all of the following: Complete the application; sign the application; and represent the applicant or recipient in contacts with FAA.
Retirement, Survivor's Disability Insurance (RSDI)	Benefits paid by the Social Security Administration (SSA) under Title II of the Social Security Act to retired or disabled wage earners, or surviving children/spouses of wage earners. The wage earner must have contributed to the Social Security fund for benefits to be paid.
Sanction	A reduction or termination of TANF cash assistance, for All Families, Except TPEP families, who fail to participate in the Jobs Program without good cause. (See <a href="#">Sanctioning and Withholding</a> )

Satisfactory Attendance	Satisfactory attendance in high school or GED activities refers to a participant who has not completed high school or received a GED, is attending high school or participating in GED activities, and meeting attendance requirements established by the school or GED program.
Satisfactorily Participates / Satisfactory Progress	A participant is meeting, on a periodic basis, a consistent level of progress based on standards established by the educational institution or program, and approved by Jobs, in which the participant is enrolled for educational or training activities.
Secondary Activity	A work activity that counts toward the work requirement only after meeting the required hours in primary activities. (See <a href="#">Secondary Activities</a> )
Services	Jobs Program Services, community resources, employment services, support services, or any other available service, subject to budgetary constraints.
Service Provider	The entity responsible for providing direct client services. This includes Jobs direct service staff, an agency or organization, public or nonprofit, or a person awarded a grant or contract by Jobs Program to provide direct client services.
Skills Training	Vocational or other classroom training conducted by an instructor in a non-worksite (or classroom) setting.
Stale Account	An EBT account that has been inactive for 90 days or more.
State Fiscal Year	July 1 through June 30.
Subsidized Employment	Employment in a public or private sector organization that receives a JOBSTART subsidy to offset the cost of wages (and possibly other employer-paid benefits) of an employee. (See <a href="#">JOBSTART</a> )
Supplemental Payment	Payments made to a participant whose net wages do not equal the combined benefit amount of TANF cash assistance and food stamps for which they are eligible.
Supplemental Security Income (SSI)	Monthly cash payments made through a federally financed public assistance program under the authority of Title XVI of the Social Security Act, as amended, to the aged, blind and disabled. The SSI recipient need not have contributed to the Social Security fund to be eligible for SSI benefits.
Support Services	Services provided to a Jobs participant that facilitate the participant's ability to participate in work activities, accept and maintain employment, and successfully make the transition to employment. Examples of support services include child care and transportation.

TANF cash assistance Program	The state Temporary Assistance for Needy Families (TANF) cash assistance program. The Family Assistance Administration (FAA) administers TANF cash assistance.
TANF Jobs Exempt	Individuals participating in the TANF cash assistance program who are not required to participate in Jobs work activities when they meet certain criteria. (See <a href="#">Referred Members</a> ).
TANF State Plan	The statewide operational plan for TANF cash assistance recipients who participate in Jobs activities under PRWORA.
Teen Custodial Parent	A parent age 13 through 19 years, who is caring for that parent's own child.
Temporarily Deferred	A Jobs participant who is temporarily deferred from participating in employment or training under the Jobs program as a condition of eligibility for TANF cash assistance. (See <a href="#">Temporary Deferral</a> )
Temporary Assistance for Needy Families (TANF)	TANF is assistance granted under section 403 of Title IV of the Social Security Act as it exists after August 21, 1996. The Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) of 1996 replaced Aid to Families with Dependent Children (AFDC) entitlements by establishing TANF.
Time Limited TANF Cash Assistance	The EMPOWER provision limiting receipt of TANF cash assistance to a maximum of 60 countable months in a lifetime.
Transitional Child Care (TCC)	A program administered by the Child Care Administration that provides child care for a period of time after eligibility for TANF cash assistance.
Transitional Medical Assistance (TMA)	Provides AHCCCS coverage for a period of time after losing eligibility for 1931 Medical Assistance (MA) due to employment income of the specified relative.
Transportation Related Expense (TRE)	Travel costs that a participant may incur because of participation in the Jobs program.
Two-Parent Employment Program (TPEP)	Provides TANF cash assistance for two parent families in which both parents are able to work and the primary wage earning parent is unemployed.
Unaffordable	Child care that is not affordable to a family because the cost of care is more than what the Department will pay.

Unavailable	<p>Child care that meets one of the following:</p> <ul style="list-style-type: none"> <li>• The location of a child care provider is at a distance that requires a one-way travel time by vehicular transportation equal to or greater than one hour, measured from the participant's residence to the child care provider and then to work, or when walking, a distance that requires a one-way travel time equal to or greater than one-half hour, measured in the same manner.</li> <li>• Child care providers do not have available slots or vacancies.</li> <li>• Child care providers cannot provide services to a disabled or handicapped child with special needs.</li> <li>• Child care providers related to the child are unavailable or unwilling to provide care.</li> <li>• Child care is available through a non-relative provider, but the provider is unwilling to apply for DES certification.</li> <li>• A child age 13 or over requires adult supervision due to a disability, which includes mental health or other health-related issues; because the child would be harmful to himself, herself, or others if left alone; or because the child is on court-ordered probation that requires the child to remain in the home or under house arrest.</li> </ul>
United States Citizen	A person who was born or naturalized in the United States, the District of Columbia, Puerto Rico, Guam, Northern Mariana Islands or the Virgin Islands of the United States and has maintained United States citizenship status.
Unpaid Work Experience (UWE)	A Jobs activity which provides participants an opportunity to gain work experience to assist them in obtaining paid employment. (See <a href="#">UWE</a> )
Unsubsidized Employment	All paid employment in the public or private sector except <a href="#">JOBSTART</a> or on-the-job training ( <a href="#">OJT</a> ).
Unsuitable	<p>Child care that is available through a provider, but the participant declares in writing that the provider is unsuitable based on factors involving the provider, such as the following:</p> <ul style="list-style-type: none"> <li>• Has a history of child neglect or abuse.</li> <li>• Is experiencing domestic violence.</li> <li>• Has a history of serious crime.</li> <li>• Is a drug abuser.</li> <li>• Has an emotional, mental, or physical condition that prevents the provider from providing safe care.</li> <li>• Resides in a home that is unsafe for children.</li> <li>• Possess similar attributes that render the provider unsuitable to furnish child care services.</li> </ul>
Vendor Payments	Payments made to a third party on behalf of the TANF cash assistance unit by someone outside the assistance unit.
Verification	Any document that substantiates an individual's claim.

Vocational Educational Training	Also known as Employment and Training, which is intended to result in a degree, certificate, or license, and includes hours spent studying for vocational coursework. Examples include training in such professions as carpentry, auto mechanics, nursing, or certified public accountant. (See <a href="#">Employment and Training</a> )
WIA Local Workforce Investment Area Designated Barrier	A participant has a barrier to employment as determined by a Workforce Investment Act (WIA) service provider.
Withholding	Retention of semi-monthly TPEP cash assistance benefits, for TPEP parents who fail to participate or comply with Program requirements without good cause. (See <a href="#">Sanctioning and Withholding</a> )
Work Activities	<p>Activities that are countable toward the federal work participation rate, which includes any of the following:</p> <ul style="list-style-type: none"> <li>• Unsubsidized employment.</li> <li>• Subsidized private or public sector employment.</li> <li>• Work experience.</li> <li>• On-the-job training.</li> <li>• Job search and job readiness assistance.</li> <li>• Community service programs.</li> <li>• Vocational educational training.</li> <li>• Job skills training directly related to employment.</li> <li>• Education directly related to employment in the case of a participant who has not received a high school diploma or a certificate of high school equivalency.</li> <li>• Satisfactory attendance at secondary school or in a course of study leading to a certificate of general equivalence in the case of a recipient who has not completed secondary school or received such a certificate.</li> <li>• The provision of child care services to an individual who is participating in a community service program.</li> </ul> <p>(See <a href="#">Participation</a>)</p>
Workday	Monday through Friday, excluding Arizona state holidays.
Work Experience	Unpaid work in the public or private sector that helps a participant establish a good work record and develop good work habits and skills, and provides opportunities for the participant to transition into paid employment.
Work Requirement	The minimum number of hours required for all families and two parent families to participate in work activities as a condition of eligibility for TANF cash assistance.





## 1300 CONTACTS

### Administration of Volunteer Services

The site code for the Administration of Volunteer Services is 048Z-3.

### Assistant Secretary for Employment & Training U.S. Department of Labor

The address for the Assistant Secretary for Employment & Training U.S. Department of Labor:

200 Constitution Avenue, NW  
Washington, DC 20210

### Assistant Secretary for Family Support Department of Health and Human Services

The address for the Assistant Secretary for Family Support Department of Health and Human Services:

370 L'Enfant Promenade, SW, 6th Floor  
Washington, DC 20447

### Assistant Secretary for Food and Nutrition Services Department of Agriculture

The address for the Assistant Secretary for Food and Nutrition Services Department of Agriculture:

14th Street & Independence Avenue  
Washington, DC 20250

### Attorney General's Office

The telephone number for the Attorney General's Office is (602) 542-1645.

### Child Abuse Hotline

The telephone number for the Child Abuse Hotline is 1-888-SOS-CHILD (1-888-767-2445).

### Child Care Resource & Referral (CC&R)

The telephone number for Child Care Resource & Referral (CC&R) is 1-800-308-9000.

**Department of Administration's Early Claims Notification Service**

The hotline telephone number for the Department of Administration's Early Claims Notification Service is 602-542-9675 or 1-800-837-8583.

The hotline is available 24 hours per day, seven days a week.

**Department of Agriculture Food and Nutrition Service**

The address and telephone number for the Department of Agriculture, Food and Nutrition Service:

550 Kearny St., Room 400  
San Francisco, CA 94108  
(415) 705-1361

**Department of Economic Security Employment Security Section E&T Special Program Unit**

The address for the Department of Economic Security Employment Security Section E&T Special Program Unit:

Site Code 734T  
P.O. Box 6123  
Phoenix, Arizona 85005-6123

**Department of Health and Human Services Administration for Children and Families**

The address and telephone number for the Department of Health and Human Services Administration for Children and Families:

50 United Nations Plaza, Room 450  
San Francisco, California 94102  
(415) 437-8400  
Fax (415) 437-8444

**DES Accounting**

The site Code for DES Accounting is 867Z.

**DES Loss Prevention**

The site code for DES Los Prevention is 840C.

**DES Office of Equal Opportunity**

The address, telephone, and fax numbers for the DES Office of Equal Opportunity:

Site Code 049Z  
1717 W. Jefferson St., Rm. 109  
Phoenix, Arizona 85007

Telephone (602) 364-3976  
FAX (602) 364-3982

**DES Office of Special Investigations**

The site code for the DES Office of Special Investigations is 064C.

**Designated Jobs & Voluntary Agency Sites**

Jobs Program Designated Sites Serving the **TANF/Refugee Resettlement Program (TARP)** are as follows:

Site Code: 168C-6  
1500 E Thomas Rd, Ste 100  
Phoenix AZ 85014

Telephone (602) 265-3091  
FAX (602) 650-1031

Site Code: 224C-6  
250 S Toole Ave  
Tucson AZ 85701

Telephone (520) 791-2732  
FAX (520) 882-0295

Voluntary Agencies serving the **TANF/Refugee Resettlement Program (TARP)**:

**Phoenix**

Betania Community Center  
2811 N 39th Ave  
Phoenix AZ 85009

Telephone (602) 277-5957  
FAX (602) 277-5233  
Contact: Pedro Denga

International Rescue Committee  
4750 N Black Cyn, Ste 200  
Phoenix AZ 85017

Telephone (602) 433-2440  
FAX (602) 433-2881  
Contact: Ms. Robin Dunn Marcos

Lutheran Social Ministry - Southwest  
2020 W Indian School, Ste E26  
Phoenix AZ 85015

Telephone (602) 248-4400  
FAX (602) 248-4968  
Contact: Craig Thorensen

Catholic Social Service of Phoenix  
1825 W Northern Ave  
Phoenix AZ 85021

Telephone (602) 997-6105  
FAX (602) 870-3891  
Contact: Ms. Barbara Klimek

**Tucson**

Episcopal Community Services in  
Arizona  
2331 E Adams  
Tucson AZ 85719

Telephone (520) 881-9451  
FAX (520) 881-9440  
Contact: Mr. Fred Klein

Jewish Family and Children's  
Service of Southern Arizona Inc.  
4301 E 5th St  
Tucson AZ 85711

Telephone (520) 795-0300  
FAX (520) 795-8206  
Contact: Ms. Wendy Ascher

International Rescue Committee  
1735 E Ft Lowell, Ste 5  
Tucson AZ 85716

Telephone (520) 319-2128  
FAX (520) 319-2160  
Contact: Jon Merrill

Catholic Community Service of So AZ  
155 W Helen PO Box 5746  
Tucson AZ 85703

Telephone (520) 623-0344  
FAX (520) 770-8564  
Contact person - Madvash Yazdani

**Directorate of Civil Rights U. S. Department of Labor**

The address of the Directorate of Civil Rights U. S. Department of Labor:

200 Constitution Ave., N.W.  
Washington, D.C. 20210  
(415) 556-2825 (San Francisco, Region IX)

**EBT Customer Service**

The 24-hour Hotline number for EBT Customer Service is 1-888-997-9333.

**Equal Employment Opportunity Commission**

The address, telephone, and fax numbers for the Equal Employment Opportunity Commission:

3300 N. Central, Suite 690  
Phoenix, Arizona 85012  
(602) 640-5000, FAX (602) 640-5071

**Jobs Help Desk**

The telephone and fax numbers for the Jobs Help Desk:

Telephone (602) 542-2460  
Fax (602) 542-2491

**Jobs Central Office**

The site code for the Jobs Central Office is 720A.

**Jobs Central Office Personnel Liaison**

The site code for the Jobs Central Office Personnel Liaison is 720A.

Attention: Jobs Central Office Personnel Liaison.

**Jobs Payment Unit**

The site code for the Jobs Payment Unit is 731A.

**Office of Accounts Receivable and Collections**

The site code for the Office of Accounts Receivable and Collections is 833C.

**Office of Administrative Law Judges U.S. Department of Labor**

The address of the Office of Administrative Law Judges U.S. Department of Labor:

Vanguard Building, Room 600  
1111 20th Street, NW  
Washington, DC 20036

**Office of Evaluation**

The site code of the Office of Evaluation is 080A.

**Office of Personnel Management**

The Office of Personnel Management (OPM) site code is 047Z-2, and the telephone number is 602-271-9596, extension 7412

**Risk Management**

The telephone number for Risk Management is (602) 229-2760.